

## The Patients' Group

Friday, 27 February 2015, 9.30 am

Minutes

Andrew Wells-King	+	Mo Yeatman	-	Eleanor London	+
Susan Vickers	-	Judy O'Regan	+	Brenda Metcalf	-
Roger Yeatman (virtual)		Brian O'Regan	+	Jane Currie	+

		<b>Action</b>
1.	<p>Apologies.</p> <p>Apologies were received from Mo, Brenda and Susan.</p>	
2.	<p>Minutes from last meeting and matters arising.</p> <p>These minutes were accepted as correct.</p>	
3.	<p>Christmas Party feedback.</p> <p>All feedback received was very positive.</p> <p>All agreed, in future we will refer to this as the 'Christmas Party' and refrain from using the phrase 'the old and lonely' party. Andy is concerned that if any of the invitees happened to hear this phrase, it would be upsetting for them.</p>	
4.	<p>PPG Forum/Neighbourhood Cluster.</p> <p>Andrew Price had sent an email to the Wokingham Area PPG Forum to disseminate to their PPG's requesting feedback. Essentially the idea is to have more joined-up health and social care services through localised, neighbourhood cluster teams, which would bring together, for example, the GP, nurses, occupational therapist, housing officer, social worker etc to focus on the person/patient in need.</p> <p>The current thinking is to have three clusters in our area (East, West and North) between 3 and 6 GP practices in each. The plan is to develop the ideas and options in the first quarter of this year, carry out trials and then start operating the clusters in mid 2016.</p> <p>Feedback from the group was that the model is rather confusing. There is already confusion in Crowthorne concerning whether patients fall under East or West Berkshire (Bracknell Forest /Wokingham Without) and there is concern that this initiative could be another layer of bureaucracy/layer to 'get through'.</p> <p>Andy will feedback our comments to the WCCG.</p>	AW-K
5.	<p>June Survey</p> <p>Andy has advised the Wokingham Area PPG Forum that our surgery is willing to coordinate a June survey and asked if we had an additional question we wanted to add relating to our surgery.</p>	

	<p>Jane mentioned that we already have the additional question in the NHS Friends &amp; Family Test and therefore suggested that another question on the June survey is not needed. All agreed that patients are probably 'surveyed-out'!</p>	
6.	<p>Patient Partnership Group Workshop</p> <p>The Thames Valley and Milton Keynes Patient Experience Strategy Group are holding an event on Tuesday 10 March 2015 in Oxford. It is an all day event and the purpose is to understand to what matters to PPG, to let them know about the work that is being done, and look at developing ways we can work together.</p> <p>Due to it being an all day event and not particularly local, no one wished to attend.</p>	
7.	<p>FFT/Survey</p> <p>The NHS Friends &amp; Family Test has been live since December 2014 and GP surgeries have had to submit the feedback received during January 2015 to NHS England and will continue to submit results on a monthly basis.</p> <p>Results of the NHS England question will be published on NHS Choices from March 2015 on a monthly basis. Our surgery question and the NHS Question has to be published locally. Jane has forwarded the results for those two months to the group and will publish locally shortly.</p> <p>The results for February are due and Jane will forward in due course.</p> <p>The FFT is publicised via our surgery page on NHS Choices website, and on our Facebook page. Patients can complete the survey online or via paper as per the criteria.</p>	JC
8.	<p>Heath Hill Surgery</p> <p>Carole Duran, who is a member of Heath Hill Surgery PPG, contacted Jane recently. She had heard about our Christmas Party and is keen to explore something similar at their surgery.</p> <p>She also asked whether we would be interested in working with them to discuss hosting a joint information/talk for our patients. Jane explained that Janet Slinger, another member of their group, had previously got in touch with her to discuss this, and we were happy to explore further, but we have not heard anything since.</p> <p>Carole agreed to discuss this at their next meeting in March. Andy is happy to contact Carole.</p>	AW-K
9.	<p>Walking Group</p> <p>Andy reported that the walking group is becoming quite successful. There are usually around 18 people attending the walks. Andy therefore feels that if the group becomes much larger it may become unmanageable, and so for the moment, suggests not to advertise this in the usual manner, via the posters that Dani usually does for us. Andy is still happy to take referrals from clinicians. If numbers dwindle in the future,</p>	

	<p>we can look at publicising again.</p> <p>Andy asked Jane to thank Dani, on behalf of all the group, for all her hard work producing such lovely posters.</p>	
10.	<p>Newsletter</p> <p>Our last newsletter was published in October 2014 so all agreed it was time to produce a newsletter. It was agreed to include the following articles:</p> <p>Extended hours – Jane  Stop Smoking clinic – Jane  Friends &amp; Family Test – Jane  Non attendance of appt impact - Jane  Hearing Dogs charity update – Judy  Walking Group – Andy  Patient Reference Group – Andy  AGM – Andy  ‘Eleanor’! – Eleanor</p> <p>Articles to Jane by end of next week (6 March).</p> <p>Andy suggested we merge the surgery and PPG newsletters. Jane will discuss with Susan.</p> <p>All agreed with Sheila Hutt’s request that her No Smoking clinic article be included in every newsletter. Jane would like the media information included in each newsletter.</p>	JC
11.	<p>‘Are you Hearing Us’ Update</p> <p>The group would like feedback on what the surgery has done/are doing to improve the service for deaf and hard of hearing patients.</p> <p>Jane reminded the group what Susan had said at a previous meeting that some of the findings were reported inaccurately. Our surgery has a Hearing Loop facility and Talk Talk facility.</p> <p>Jane will discuss further with Susan.</p>	JC
12.	<p>Accounts/Hearing Dogs</p> <p>Judy confirmed that £500 has now been raised for our chosen charity. Judy has produced a Statement of Accounts which she passed to all. Jane will also email an electronic copy to everyone.</p> <p>Judy and Brian have tidied the book stand and feel that they are on top of things again, so have removed the ‘no more books until further notice’ sign. Judy suggested that we don’t publicise this for the moment and see how things go.</p> <p>Judy and Brian are away w/c 16 March and asked Jane to keep an eye on the book stand in their absence.</p>	JC

	<p>In the past, Dani has changed any monies collected in the donation tin and changed it into notes. In future, Judy will be happy to collect any monies received and take to the bank as usual.</p>	
<p>13.</p>	<p>Any other business</p> <ul style="list-style-type: none"> <li>• Jane and Susan’s roles in the group – Jane explained that she will be taking over the role of Surgery representative from Susan. Therefore, we need to find someone willing to take over responsibility as Secretary. This will be discussed further at our next meeting.</li> </ul> <p>Andy, on behalf of the group, asked Jane to thank Susan for all her help over the past 4/5 years, since the group’s inception.</p> <ul style="list-style-type: none"> <li>• Andy reminded everyone that our next AGM is due, after 31 March 2015. We all agreed that our next meeting would also act as AGM. Jane will publicise the date appropriately.</li> </ul> <p>Andy reminded everyone that our Constitution needs updating. We all agreed to do this at our AGM as we will need to hold new Elections of Committee.</p> <ul style="list-style-type: none"> <li>• It is a contractual requirement for GP practices to offer and promote to patients online booking of appointments, ordering of repeat prescriptions and by 31st of March 2015 access to summary information (as a minimum) in their patient record, subject to the necessary GP systems and software being made available to practices by NHS England. Andy asked if we are compliant. Jane confirmed we are on target.</li> </ul> <ul style="list-style-type: none"> <li>• NAPP Invoice - our annual £40 subscription is due. Jane will discuss with Susan to organise payment.</li> </ul> <ul style="list-style-type: none"> <li>• Andy said that Susan was going to update us on electronic doors for the surgery. Jane was able to give an update. The surgery has limited funds available to make improvements to the surgery which have to be of benefit to the patients.</li> </ul> <p>We have put in a proposal for new automatic doors as well as improvements to the car park and improved outside lighting, which have all been approved. Quotes for automatic doors range between £4,500 - £6,500 which do not include electrical work needed prior to installation. The surgery has to pay for the works upfront and claim back monies following installation. We are therefore still discussing whether it is a practical option to install these doors at present.</p>	<p>JC</p> <p>JC</p>
<p>14.</p>	<p>Date of next meeting/AGM</p> <p>Friday, 15 May 2015 at 9.30 am.</p>	