

**The Patients' Group**  
 Friday 27 June 2014, 9.30 am  
 Minutes

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

		<b>Action</b>
1.	<p>Presentation – Naomi House and handover of cheque.</p> <p>We invited Paul Morgan, a fundraiser from Naomi House to attend our meeting to accept a cheque for monies raised via donations this past year. Paul also gave an excellent and impassioned talk about Naomi House and how the money we have raised will help.</p> <p>A photographer from The Wokingham Times also attended to take a photograph of us with Paul accepting the cheque.</p>	
2.	<p>Presentation by Nick Durman of Healthwatch.</p> <p>Nick Durman was a no show.</p>	
3.	<p>Apologies.</p> <p>Sally Armstrong-Davis.</p>	
4.	<p>Minutes from last meeting and matters arising.</p> <p>These minutes were accepted as correct.</p>	
5.	<p>Chair's Report.</p> <p>Andy has written a Chair's report which he read out to the group. Everyone confirmed they were happy with this report and no amendments were necessary. Andy will email Jane a copy of his report.</p>	AWK
6.	<p>Financial Report.</p> <p>We do not have a written financial report as such, however Andy confirmed that we have finished raising funds for Naomi House and we have given them a cheque for £1034.74. Our new charity for the coming year is Hearing Dogs for the Deaf.</p> <p>Judy advised that we have already raised £129 through our second hand book sales and our Health Walks. Hearing Dogs for the Deaf would prefer us to send them a cheque each time we reach £100 so Judy will organise this once our new bank account is opened. We will then receive regular updates about our hearing dog which we can put on our Patients' Group notice board.</p> <p>Andy will chase Lloyds Bank for a progress report on our new account.</p>	AWK

7.	<p>Election of Committee</p> <p>Unanimously agreed the following:  Chair – Andy Wells-King  Secretary – Jane Currie  Treasurer – Judy O’Regan</p> <p>We also welcomed a new member to our group – Brenda Metcalfe.</p>	
8.	<p>Update on survey/PRG.</p> <p>Susan confirmed that we received 16 responses from our recent questionnaire. No adverse comments were received. Andy will therefore contact Tony Lloyd to advise him that no comments from our patients need to be edited out of the overall survey results.</p>	AWK
9.	<p>Any other business.</p> <ul style="list-style-type: none"> <li>• Sally Armstrong-Davis was going to attend today’s meeting but unfortunately had to give her apologies. She is the surgery’s newest phlebotomist and part time receptionist. She will attend future meetings and if Susan cannot attend, Sally will represent the surgery.</li> <li>• Susan confirmed that as yet no GPs wish to attend one of our meetings.</li> <li>• Andy suggested we should start thinking about articles for our next Patients’ Group newsletter. Susan is happy for us to email her our articles and she will ask Dani from the surgery to put together a newsletter.</li> </ul> <p>We decided on the following articles:</p> <p>Naomi House – Jane  Extended surgery hours – Andy  Health Walks – Andy  Hearing Dogs for the Deaf – Judy  PRG Recruitment – Andy  Reporting of AGM – Andy  Patient issues – Andy  New Urgent Care Centre - Susan</p> <p>Articles need to be with Susan by 6 July.</p> <p>An article for the next newsletter could be the surgery’s new automated check in.</p> <ul style="list-style-type: none"> <li>• Susan commented that GPs have vetoed the banner suggestion to publicise extended surgery hours. Susan has however rewritten the surgery’s ansaphone message to include details concerning extended hours. Susan also confirmed that the surgery is working on a new Facebook page and Twitter account.</li> <li>• NHS Choices website – there were comments that it is not easy to find the New Wokingham Road Surgery page on this website. Susan will look into this.</li> </ul>	<p>JC  AWK  AWK  JOB  AWK  AWK  AWK  SV</p> <p>SV</p>

10.	Date of next meeting.  Friday 1 August 2014 at 9.30 am (Please note the revised date since our meeting).	
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