

## The Patients' Group

Friday, 28 November 2014, 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	+

		Action
1.	<p>Apologies.</p> <p>Susan Vickers.</p>	
2.	<p>Minutes from last meeting and matters arising.</p> <p>These minutes were accepted as correct.</p>	
3.	<p>Old &amp; Lonely Christmas party – 17 December, 1.30-3.00pm</p> <p>Jane has 5 patients' names so far on the invitation list and will ask colleagues for additional names asap. Invitations should go out w/c 1/12. Judy and Brian are not sure whether they will be able to attend due to Judy's lack of mobility and hospital appointments, but all other members are able to attend the party.</p> <p>Judy is happy to phone patients to invite them. Jane to give Judy a list w/c 1 Dec. Andy, Eleanor and Brenda are all happy to help with transporting patients to/from party. Jane/Judy to advise as appropriate.</p> <p>Jane to send an email to all members with final numbers.</p> <p>All agreed that the name of the party could be improved.</p>	JC
4.	<p>Friends and Family Test</p> <p>Susan mentioned this forthcoming new initiative at a previous meeting. Jane confirmed to members that this Friends and Family Test will be in force from 1 December 2014.</p> <p>The questionnaire includes 1 NHS England question and an additional free text question. NHS England will publish the results of the NHS England question every month and all practices must publish their own results locally.</p> <p>There is a paper version of the questionnaire as well as an online version, via Survey Monkey, which can be accessed by NHS Choices New Wokingham Road page and our Facebook page. The FFT has been publicised on the above media platforms as well as our Twitter page.</p> <p>Thanks go to Mo who is willing to canvass patients in the waiting room. Jane to contact Mo to discuss suitable dates.</p>	JC

5.	<p>Survey</p> <p>Carried forward to our next meeting.</p>	
6.	<p>'Are you Hearing Us' Report</p> <p>Susan emailed this report and the summary to all members prior to our meeting. Although there were some negatives and inaccuracies in the report, Brian and Judy commented that there were also some good points within the report, with no finger pointing, just facts.</p> <p>There was some discussion held about the issues for the deaf and hard of hearing and everyone was pleased that issues are being looked at nationally and locally within our practice.</p> <p>Jane will ask what training receptionists are given to help them assist patients with different needs. Perhaps a quick guide or checklist could be made available to receptionists to help them deal with various issues effectively. This may well of course be already available. Jane will discuss with Susan.</p>	JC
7.	<p>Hearing Dogs Report</p> <p>Judy has prepared a Treasurer's Report, which she read out to the members. Jane will include this with the minutes. We have, so far, raised £438 for our current charity, which is fantastic news.</p> <p>Thanks go to Judy for all her hard work managing our accounts, our charity and our book stand, and for organising the Walk for Health Christmas lunch, which has 18 people attending.</p>	
8.	<p>Flu Clinics Feedback</p> <p>No feedback from the surgery's perspective due to Susan's absence, but both Saturday clinics were well attended.</p> <p>Comments concerning confusion about the shingles vaccination during the clinics. A suggestion is that prior to next year's flu clinics a short briefing session could be held for both the patients group and members of staff attending the flu clinics.</p>	
9.	<p>Wokingham Area PPG Forum update</p> <p>Andy and Jane attended this meeting on 16.10.14. Andy gave a brief summary of what was discussed to the group, mainly Royal Berks Hospital issues and Hospital at Home.</p> <p>The next WPPG meeting is taking place on 22 January 2015. All agreed for Andy to continue sending all members a copy of the minutes when available.</p>	
10.	<p>Surgery media accounts update</p> <p>Jane reminded members that we have surgery Facebook and Twitter accounts, which</p>	

	<p>Jane is managing. Jane asked the group that if they have anything they would like to publicise anytime, she will be happy to publicise appropriately (please give as much notice as possible).</p> <p>Additionally, Jane asked members to tell their friends and family about our Facebook and Twitter accounts so that we can help raise awareness.</p>	
11.	<p>Accounts</p> <p>Previously discussed in item 7.</p>	
12.	<p>Any other business</p> <ul style="list-style-type: none"> <li>• Eleanor told us about an article she has read recently concerning results of the National GP Ratings which she found interesting. Our surgery has not faired too badly at all, which is encouraging.</li> <li>• Andy gave huge thanks to both Mo and Brenda for all their help – past and present – organising such delicious snacks at each and every meeting, which everyone totally endorsed!</li> </ul>	
13.	<p>Date of next meeting</p> <p>Friday, 27 February 2015 at 9.30 am.</p>	