

## The Patients' Group Meeting

Friday 29 October 2010, 9.00 am

### Minutes

Andrew Wells-King	+	Julie Ann Wheeler	+
Susan Vickers	+	Simeon Kingsland	-
Mo Yeatman	-	Jane Currie	+
Maureen Curran	-	Danielle (visitor)	+

	Minutes	Action
1.	<p>Apologies.</p> <p>Apologies received from Mo Curran &amp; Mo Yeatman.</p>	
2.	<p>Minutes from last meeting.</p> <p>These Minutes were accepted as correct.</p>	
3.	<p>Feedback on Health and Fitness Walk held on 28/10/10.</p> <p>Andy reported that a very enjoyable time was had by all. Chris Potter from Wellington College gave a very interesting talk about the history of the college and showed us around the various buildings.</p> <p>Jane to write a thank you letter to Wellington College.</p> <p>Disappointingly, however, attendance was very low. Only Andy, Jane and their families attended (= 3 surgery patients). We would still like to organise regular walks in the future. We will need to look at a wider marketing campaign. Suggestions included advertising in the local press and adding walk information on repeat prescriptions.</p> <p>We hope to organise another walk sometime next Spring. This will be held at a different location and possibly on a weekend. We all liked the idea of a minimum of a 2-3 mile walk, ending with lunch in a pub.</p> <p>Andy to write an article about our recent walk for our newsletter and send to Mo.</p> <p>Susan has not managed to get a new quote from their insurance company yet.</p> <p>We will put the monies raised from this walk to one side for now until we know whether we can purchase a new wheelchair for the surgery or whether we will continue to raise funds for one. We may need to think about opening a Patient Group bank account in the future if we go into fundraising on a larger scale.</p>	<p style="text-align: right;">JC</p> <p style="text-align: right;">AW-K</p> <p style="text-align: right;">SV</p>

4.	<p>November Patient Group Newsletter.</p> <p>Mo is working on the next edition of our newsletter.</p> <p>Contributors need to email their articles to Mo.</p> <ul style="list-style-type: none"> <li>- Health &amp; Fitness walk feedback.</li> <li>- Surgery Wheelchair</li> <li>- ‘Sign in’ Notice</li> <li>- Stress Management Group</li> <li>- Baby changing unit</li> <li>- New members to Patient Group</li> </ul>	<p>AW-K JC JC SV MY JC</p>
5.	<p>Feedback from Flu Clinics.</p> <p>Susan and Julie Ann said there has been a lot of positive feedback; they have received lots of phone calls from patients thanking them. Thanks were passed on to our group from the staff for coming along to help out. We also enjoyed taking part in the clinics.</p>	
6.	<p>Surgery Wheelchair feedback &amp; ‘sign in’ Sign.</p> <p>Julie Ann has been in touch with Pinehurst and confirmed that they are only updating the décor so haven’t been able to help with regard to a new surgery wheelchair. Susan will look into costs of a suitable wheelchair, with the understanding that if the surgery is offering a wheelchair service, it is vital that it is safe and therefore it would be sensible to take advice.</p> <p>Julie Ann suggested it would be worth contacting Red Cross Loans and will look into this.</p> <p>Jane had met with a patient who has asked if we can put up a sign in reception reminding all patients to sign in with reception staff on arrival.</p> <p>We all discussed the practicality of this and whether it would work. We all agreed that having a sign up would a) cover the practice, in future, in case a patient hadn’t signed in and wasn’t seen on time and b) would show patients that any comments/concerns they pass onto our Group are addressed at our meetings and acted on if appropriate.</p> <p>Julie Ann will put a suitable sign up in reception.</p> <p>Jane will write a piece for our November newsletter.</p> <p>Susan will explore the possibility of having a new tv screen fixed to the waiting room wall which could include a ticker tape style notice reminding patients to sign in.</p>	<p>SV JAW  JAW JC SV</p>
7.	<p>Stress Management Group.</p> <p>Susan said nothing has been done about this as yet. Mo (Y) is happy to canvass patients for any interest.</p>	<p>SV/MY</p>

	Susan will write something for our next Patient Group newsletter.	SV
8.	<p>Toy Sale.</p> <p>Andy has spoken to Louise who is interested in joining our group. Unfortunately she cannot commit to Fridays but she would be happy to help out when she can.</p> <p>She is also happy to help out with organisation of a toy sale. It was thought worthwhile to organise a toy sale before Christmas, during November.</p> <p>Susan will canvass opinion at Tuesday's Baby Clinic and report back.</p> <p>Andy would be happy to come in to clean/sort through any donations. We will make a decision on whether it is worth going ahead once we hear the feedback from the baby clinic.</p>	<p>AW-K</p> <p>SV</p>
9.	<p>Baby Changing.</p> <p>Susan has arranged for a builder to fit a baby changing unit in the ladies toilet, which will go up in the next few weeks. The disabled toilets proved unsuitable.</p> <p>Mo is happy to write a piece for our newsletter.</p>	MY
10.	<p>Christmas Party.</p> <p>We agreed the date to hold this party is <u>Wednesday, 15 December at 2-4pm.</u></p> <p>Danielle could take individual photographs of the guests and post to them as a keepsake. We could also put an article in the local paper about this party.</p> <p>It will be important to seat all the guests comfortably and it is also important to ensure that each guest is spoken to and not left on their own.</p> <p>Susan and Julie Ann will start to draw up a list of names to invite and will concentrate on those people who do not currently attend day centres.</p> <p>The surgery will also provide transport to/from the party. Possibly use the community minibus.</p> <p>We agreed that Susan/Julie Ann will verbally invite people to begin with to gauge interest and have a more personal invite. We will then send a written invite. They will talk to the nurses as they will have a good idea of people to invite too.</p> <p>Julie Ann and Susan will finalise a skeleton list by Monday (2 Nov).</p> <p>We agreed not to publicise this event in our newsletter.</p>	<p>SV/JAW</p> <p>SV/JAW</p> <p>SV/JAW</p> <p>SV/JAW</p>
11.	<p>Any Other Business.</p> <p>Andy asked for thoughts on finding new members to our Patient Group. Susan suggested we put an article in our November newsletter.</p> <p>Jane will write something for our newsletter and send to Mo for inclusion.</p>	JC

	<p>Andy commented on the latest Surgery newsletter. He was left with the feeling that the surgery was complaining about the patients. Susan and Julie Ann said that was exactly what they meant to do! Susan said they haven't actually had any negative feedback from their newsletter.</p> <p>Susan, however, did feel that it would be a good idea to have feedback from a patient's point of view, and will, in future, ask Andy to have a look at/approve the newsletter before publication.</p>	SV
12.	<p>Date of next Meeting.</p> <p>Friday 26 November, 9.00 am (or 9.30 if Mo C cannot attend) at New Wokingham Road Surgery.</p>	