

The Patients' Group Meeting

Friday 7 March 2014, 9.30 am

Minutes

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

	Minutes	Action
1.	<p>Apologies.</p> <p>None received.</p>	
2.	<p>Minutes from last meeting.</p> <p>These Minutes were accepted as correct.</p>	
3.	<p>At our previous meeting we discussed possible charities to raise funds for once we had reached our target of £1000 for our current charity Naomi House.</p> <p>We all agreed that Hearing Dogs for the Deaf would be a good choice. Judy therefore contacted this charity, and as a result, Nicholas Orpin, who is their Community Fundraising Manager for the South East, was invited to attend today's meeting to tell us more about the charity. He gave a very interesting talk and we all confirmed that we were happy to raise funds for them. He left a collection tin and some literature with us and is going to register us officially.</p> <p>Judy is happy to contact the charity and ask them to send us a poster so we can publicise it on our waiting room.</p> <p>Nicholas suggested that when we have reached our first £100 we can sponsor a puppy and we can then be updated with photos and training notes that again can be displayed on our notice board. This way, the patients will see very clearly how they are helping.</p> <p>Nicholas also said he would be happy to give a presentation to patients at a later date. Susan later suggested the possibility of him giving a presentation one Saturday after clinic hours finish at 11am, which we all agreed would be a lovely idea.</p> <p>Mo will write a cheque for £1,000 to Naomi House when we have reached our target and Jane will write an accompanying letter to them.</p>	<p style="text-align: right;">JOR</p> <p style="text-align: right;">MY/JC</p>
4.	<p>Internal Questionnaire.</p> <p>Susan is currently working on this questionnaire and is learning how to use SurveyMonkey, which is the software used to create surveys. The survey</p>	

	<p>has to be emailed to our Patient Reference Group by the end of March and the results will be added to our surgery's page on the NHS Choices website. It was decided that Mo would not, after all, need to canvas patients in the waiting room on this occasion. Susan will create another, more personal, surgery survey at a later date, and will ask Mo for her help again then.</p>	
5.	<p>Wokingham Clinical Commissioning Group Update.</p> <p>Andy and Jane could not attend the last meeting, which took place on 27/2. No minutes have yet been sent out. Andy is particularly interested to hear what Royal Berkshire Hospital's response was to the forum's questions about car parking and patients 'waiting & delay'.</p> <p>Andy had previously circulated the next proposed survey and asked everyone if we had any questions or comments. Andy will take any comments back to Tony Lloyd.</p>	
6.	<p>Walk update.</p> <p>These monthly walks usually take place every second Monday of the month. This month's walk is taking place next Monday at Dinton Pastures. This month we are lucky to have organised an additional walk on 31 March at Wellington College. Andy will be emailing Susan a poster shortly to publicise this.</p> <p>Andy will be away for April's planned walk, and asked if anyone could take his place or he will change the date of the walk.</p>	AWK/SV
7.	<p>Charity and Accounts.</p> <p>Our accounts currently stand at £982 + £7 raised from the health walks. As minuted above, when we have reached £1000 Mo will write a cheque to Naomi House and Jane will write an accompanying letter.</p> <p>To date, Mo has very kindly used her own bank account to keep the charity money raised safe. Mo asked whether we should now open our own Patients' Group bank account. We all agreed that this is a sensible option going forward. Andy therefore agreed to research local banks and building societies.</p>	MY/JC AWK
8.	<p>NAPP Membership.</p> <p>Our NAPP (National Association for Patient Participation) registration is due for renewal. We all agreed to register for the next year and Susan will organise payment.</p>	SV
9.	<p>Any Other Business.</p> <ul style="list-style-type: none"> Susan reminded us that Berkshire West Clinical Commissioning Group is planning a second series of 'Call to Action' events across the area in the coming weeks. The events provide an opportunity to join doctors, nurses and representatives from the NHS, local authorities 	

	<p>and other to have our say in planning local health services for the next five years.</p> <p>Andy forwarded the email to us all on 3 March, which gives further information, including dates.</p> <ul style="list-style-type: none"> The CQC (Care Quality Commission) are conducting an extended inspection of the Royal Berkshire Hospital on 24-26 March because it was ranked as one of the 5 riskiest hospitals in England. There is also going to be a Listening Event taking place on 24 March in Reading at 6.30pm. The venue will be Reading Town Hall, Victoria Hall, Blagrove Street in Reading. <p>If anyone wants to attend, the CQC are asking for confirmation via email or phone (03000 61 61 61 or cqcthenextphase@cqc.org.uk)</p> <ul style="list-style-type: none"> Andy reported that we may have a new PPG member joining us at our next meeting (Brenda Metcalfe). Susan will email our latest PPG newsletter to our PRG (Patients Reference Group). Judy has made a fantastic job of tidying up the second hand book area and the surgery staff have noticed the positive difference. Judy mentioned that she recently brought in some children's books and they disappeared very quickly. She therefore thought it worth including an article in our next newsletter asking for children's book donations. 	SV
9.	<p>Date of next Meeting.</p> <p>Friday 25 April 2014 at 9.30 am.</p>	