

Patients Group Committee Meeting Notes 14 January 2020

Present: Tony Morris (Chair), Sally Eisen, Lynda Isaac, Janet MacCulloch, Amanda Oliver.

1. Apologies for absence: Philip Pritchard, Barbara Rogers, Liz Smith.

2. Matters arising from the meeting on 19 November 2019

- Fundraising information for the newsletter – this has been delayed and awaits the return of a member of staff.
- Telephone system – the suppliers have carried out several changes to improve operation and testing is ongoing.
- Cake/savouries/craft sale – unforeseen circumstances resulted in this being postponed to a date yet to be determined.
- Sanitising gel for the touch screen – see item 4 below.
- Missed appointment chart – details have been updated.
- Aspirin and paracetamol changes for repeat prescriptions – clarity is being sought.

Action Amanda

3. Financial update – the current balance is £1,666.99. Another height adjustable couch can now be ordered. The coppers collection and book sales continue to be worthwhile. A request for patients to donate unwanted books will be included in a future newsletter.

4. Patient suggestions & concerns

- It was suggested that a coffee machine should be provided in the waiting area. The committee felt that any advantage would be limited and far outweighed by the disadvantages of cost, maintenance, waste etc.
- The suggestion regarding sanitising gel was repeated. The committee noted that, despite some media hype, there is no evidence that they pose more of a cross contamination risk than other things touched by many people, such as door handles. The touch screen is cleaned daily and sanitising gel is available at the reception desk. This complies with recommendations and is considered adequate.

5. Any other business

- It was reported that Dr James has now left the Practice and Dr Vitan has joined.
- Group therapy options were discussed. It was noted that some are in operation and provided by various health and social care services. It was suggested that Practice staff be asked to consider any gaps in provision.

Action Amanda

6. Date of next meeting – 10 March 2020

At the end of the meeting Helen Humphrey from Dementia Support spoke about services provided at Sage House, Tangmere and how they are trying to bring services to other areas. The committee thanked Dementia Support for the provision of a dementia friendly clock in reception. Staff at the Practice are to receive dementia awareness training and the Patient Group committee will work with Dementia Support to arrange a dementia friendly coffee morning.