

## **Patients Group Committee Meeting Notes 10 September 2019**

**Present:** Tony Morris (Chair), Liz Smith (Treasurer), Andrew Belham, Janet MacCulloch, Amanda Oliver, Barbara Rogers.

**1. Apologies for absence:** Sally Eisen, Linda Isaac, Philip Pritchard.

**2. Matters arising from the meeting on 24 July 2019** – text message issues to be looked in to by Amanda. **Action Amanda**

**3. Patient survey update** – unfortunately Steph is unwell, so no update was available. The committee sent Steph their best wishes for a speedy recovery.

**4. Flu clinics** – arrangements were discussed, and committee members confirmed their availability to assist at each clinic.

**5. Financial update** – the current balance is £606.07.

**6. Fundraising** – Liz proposed two new ways to help raise funds for additional height adjustable treatment room couches. The committee thanked Liz for her preparatory work and endorsed the suggestions.

The first is a chart illustrating a couch, overlaid with squares representing the cost of a couch, and inviting a £1 donation for each square. As donations are received the squares will be crossed off to show how well the fund raising is progressing.

The second is a “give us your coppers” collection for small change.

Amanda will liaise with Liz regarding suitable locations for the signage and containers for the donations. Information about these initiatives to be included in the next newsletter. **Action Amanda & Liz**

**7. Patient suggestions & concerns** – concerns were raised that the blood pressure monitor in the waiting room was difficult to access for wheelchair users. The committee agreed and Amanda will see what can be done to improve access.

**Action Amanda**

### **8. Any other business**

a. The issue of dementia awareness was discussed. It is an area where the Practice is keen to do more, and it was suggested that Dementia Support from Sage House might visit to suggest improvements for dementia patients visiting the surgery. Liz will contact Sage House. **Action Liz**

b. A recent incident involving aggressive behaviour in the surgery, which caused distress to staff and patients, was discussed. Although extremely rare, the committee felt that procedures should be reviewed. Tony offered to assist.

**Action Amanda & Tony**

**9. Date of next meeting – Tuesday 19 November at 1.15 pm**