

Patients Group Committee Meeting Notes 15 May 2019

Present: Tony Morris (Chairman), Liz Smith (Treasurer), Linda Isaac, Janet MacCulloch, Pam Morris, Amanda Oliver

1. Apologies for absence - Barbara Rogers.

2. Matters arising from the meeting on 6 March 2019

- Circulate any additional information from the LCN - none have been received yet.
- Vintage Cash Cow suggestion – practicalities mean it is not possible to progress this idea.
- Safety of wiring under the booking in screen – Amanda said this had been dealt with.

3. PPG event on 1 July in Goring by Sea – Patient Group members were given details of this event.

4. Patient survey update – the intention is to promote the 2019 survey during Patient Participation Awareness Week, which begins on 10th June. Committee Members were asked if they could visit the practice to help support the event and answer any questions that patients might have. Those who can attend are asked to let Amanda and Tony know.

Action: All

Mention was made of promotional material from the National Association of Patient Participation Groups and Pam agreed to find out more

Action: Pam

5. Annual General Meeting

- **Topic for supporting presentation** – it was agreed that combining the AGM with a suitable presentation might encourage attendance. In view of changes in the NHS that will affect the practice, it was agreed that a presentation on how patients will be affected by the changes would be useful. The Committee said they would like one of the GP Partners to provide the presentation. Amanda will ask the Partners at their next meeting.
Action: Amanda
- **Date/time** – 10 July at 8pm was provisionally agreed, subject to the availability of a GP partner.
- **Notification** – As soon as the date is confirmed, details to be provided on the website and the surgery notice board. The next newsletter is due out in June and details are to be included there. **Action: Tony & Amanda**
- **Proposals for committee positions** – vacancies were discussed.
- **Agenda** – this was agreed as:
 - Welcome & apologies
 - Brief update on past year
 - Financial Statement
 - Appointment of Chair, Secretary, Treasurer and Committee members for 2019-20
 - Guest speaker
 - Question session

6. Financial update – Funds amounted to £1,248.16. Another adjustable treatment couch has been ordered, which will cost about £845. It was suggested that a notice ought to be provided by the treatment couches to show that they had been paid for by Patient Group fundraising. Amanda will look into this.

Action: Amanda

Liz offered to organise a cake and plant sale for Patient Participation Awareness week on 12 June, 10am to 11.30 am.

Action: Liz

7. Patient suggestions

- **Charge patients for missed appointments** – the committee was sympathetic to this suggestion, but the practice is not permitted to do it.
- **To display mental health therapist information on the CMG staff information board** – None of the staff members are shown as specialising in mental health as, like many other health issues, it is a subject they all deal with. Patients can access mental health services via any GP or direct with specialist services, details of which can be found online or on the mental health noticeboard in the waiting room.
- **To inform patients if clinics are running more than 15 minutes late so that patients can re-book** - this would take staff away from reception at busy times, which would be counterproductive. Delays are often the result of a medical emergency and reception staff do their best to keep patients informed of particularly long delays with loudspeaker announcements.

8. Any other business

Problems with the telephone system were discussed. It was agreed that extending the scope of the “you are ‘x’ in the queue” message would be preferable to patients hearing engaged or ringing tones when the queue is a certain length. Amanda will investigate this and discuss the apparent faults with the telephone system provider. **Action: Amanda**

A recent adverse review on the NHS Choices website was discussed. The comments did not reflect committee members experience and was at odds with other very favourable reviews. It is hoped the reviewer will respond to a meeting invitation from the Practice Manager, so that the concerns can be better understood and addressed.

9. Date of next meeting – this was provisionally agreed for 24th July (dependent on the outcome of the AGM).