

Patients Group Committee Meeting Notes 19th November 2019

Present Lynda Isaac, Liz Smith, Janet Macculloch, Andrew Balham, Barbara Rogers, Sally Eisen and Amanda Oliver

Apologies were received from Tony Morris and Philip Pritchard

Sally Eisen, a new member of the group was welcomed to her first meeting.

1 Matters Arising from the meeting held on 10th Sept 2019.

Fundraising. The success of the couch fundraising initiatives was warmly welcomed. Signage for the donation boxes was discussed and an arrow to indicate location agreed. Information to be included in the next newsletter which would be going out soon. Action Amanda

Access to the blood pressure monitor. This had been improved to make it easier for wheelchair users.

Dementia Support. Liz had approached Sage House who were willing to assess the surgery and suggest improvements. Follow up Liz.

A dementia friendly electric clock had been purchased but there was no suitable socket. Amanda requested any information about battery powered clocks.

Aggressive Behaviour in the Surgery. The procedures for any such incidents had been revisited and plans were now in place. Tony had been very helpful.

2 Patient Survey.

Responses had been circulated. There were no significant issues.

Ongoing problems with the telephone answering system were being pursued with the provider. The possibility of a link or phone number being available to cancel appointments at the beginning of calls was suggested to improve cancellation rate. Action Amanda

Appointments. It was noted that 25% of all appointments, including with doctors, could be made online. Doctors appointments were released the day before.

3 Flu clinics.

The system had worked well. It was felt that two breaks were not necessary.

There had been good take up of the under 65s vaccine this year but over 65 vaccine was still available. Next year it would be important to be more proactive if possible.

3. Financial Update.

On 19th Nov 2019 the couch fundraising contributions stood at £1151.07. It was agreed a further couch should be purchased.

Action Amanda

A cake/savouries/craft sale would be held on Tuesday 14th Jan 9.30 for 10.00. Action Liz

4 Patient Suggestions and Concerns.

A comment had been received that the music on the answerphone was too abrasive. Amanda had researched alternatives but nothing seemed any better.

It was suggested that sanitising gel be provided for the touch screen in the waiting room. This would be explored. Action Amanda.

5 Any Other Business

The group welcomed the news that the appointment of the paramedic to the team was working well.

Janet had not received current information about the waiting list numbers so that she could update her chart. Action Amanda

It was confirmed that patients were now being asked to purchase their own aspirin and paracetamol. Need to check whether this was being applied to repeat prescriptions. Action Amanda

6 Date of next Meeting

Tuesday 14th January 2020 at 1.15 after the cake sale!