Huntingdon Road Surgery Patient Group Committee Meeting Wednesday 12th December 2018

Present: Mike Hewins (Chair). Jean Harding, David Faulkner, Yvonne Higgons, Robert Sanders, Sarah-Jane Jarrold.

1. **Apologies**. Jackie Grimshaw
2. Minutes of last meeting – 3rd October 2018. Agreed
3. **Matters arising**:
4. **Feedback from Practice meeting**. Arlington Manor Speaker gave an interesting update on dementia care. Suitable for an Open Meeting.
5. **Answers from staff re PG. ACTION**: Jackie to place fund raising on Jan 9 Agenda

**c)** **A GP will attend** Open Meetings, and a Committee Meeting by request from Chair if the agenda requires it. **ACTION**: Mike & Jean to note.

**d)** **Mental Health First Aid Course.** Appropriate for Open Meeting for all ages, carers and sufferers. Juliet Adloune to be asked for details of theme, and advice re advertising, for **Open Meeting on 3rd April 2019**. **ACTION**: Sarah-Jane.

**e)** **Questionnaire**: This will be split into three questionnaires. The first will concentrate on the appointment pathway: making an appointment and on arrival, and will include questions about extended hours. It will be sent out across all media: hand outs, website, system on-line, and email, in January.

**GDPR** will be dealt with by an initial email to ask whether patients are happy to continue to be contacted by email. This will be assumed unless they exercise the option to opt out. That email should also ask about best nights for Open Meetings and suggested subjects. **ACTION:** Sarah-Jane to design this and send to Jackie to send to patients, and copy to the committee.

**Timescale for next section of the Questionnaire** to be discussed in February. **ACTION:** Jackie to put on February meeting Agenda.

1. **Feedback from Patient Group Open Meeting 17th October**. Poor attendance noted. Need to recruit more patients to attend Open Meetings and/or join HRSPG email list. Can NAPP advise? **ACTION:** David to contact them and ask.

Advertising for Open Meetings should start earlier and be more up-beat.

Forgetting prescriptions comment showed little understanding of batch prescription possibility. **ACTION:** Yvonne to produce notice for noticeboard and next newsletter.

**ACTION:** Sarah-Jane to contact 2 patients with various concerns.

1. **Next** **Open Meeting: 3rd April 2019 Mental Health First Aid Course** See 3d) above.
2. **Fir House PG Inquiry**. **ACTION:** Sarah-Jane to contact.
3. **Member’s meal out** 16th Jan at The Plough, Coton. For committee and Neil Patterson. Richard to be invited as paying guest. **ACTION:** David to arrange.
4. **Accessible Information Standards**. The practice has a policy and has rewritten its policies in plain English.
5. **AOB**. a) Noticeboards. **ACTION:** Sarah-Jane to update parking advice. David towatch over boards.
6. **Next meeting: Wednesday 9th January** at Huntingdon Road Surgery.