

PATIENT PARTICIPATION MEETING

Tuesday 21st March 2017

MINUTES

Present: Jane Page, Judith Harrigan, Gwen Salmon, Brian Sleafer, Ian Crawford, Vic Ranger, Annie Taylor, Kate Williams, Dr Tee, Dr Graves, Dr Tideswell, Kay Silcock and Angela Turner

Annie introduced and welcomed Kay Silcock who is attending the meeting with a view to becoming a new member

Conflict of interest:

1. **Apologies** – Samantha Cox and Victoria Desmond
Resignations – Samantha Cox due to personal reasons and Victoria Desmond due to working full-time.
Annie has emailed and spoken to say thank you and that they would be welcome back in the future
2. **Minutes of last meeting (13/12/16)** - agreed
3. **Matters arising (see below)**
4. **DNA**
AT gave hand-out – Jan–Dec 2016 had reduced from the previous year and the number of DNA's was up by three for January and has reduced for February 2017 which is promising.

AT – has not had to send any letters out for any patients that have DNA'd three times which is a good sign.
5. **Hub update** – They have given up Sunday due to lack of use but are still doing Tuesday and Wednesday evening and all day Saturday. They may reconsider Sunday's in future
6. **Takeley Pharmacy/Licence for Felsted** – Nothing more
7. **Suggestion Box** –
JTH - Mobile phones switched off to be added to check-in screen – this is now obsolete as it does not apply as they can be left on whilst in the surgery
Felsted - none
8. **Fund Raising Group update** –
JP – advised would not take over fund-raising from SC
JP and SC have spoken to other fund raisers for advice on how to raise money:
 - a) Need to start
 - b) How to start – put money in to get out
 - c) How to draw people in

- d) Diversity of population
- e) What to raise for
- f) How to collect money and bank

A clear picture would be needed of what raising money for – suggested the picture of a thermometer showing how much is needed and how much collected is a good way of advertising and a dynamic co-ordinator with fund-raising knowledge.

A discussion was held about different ways to raise funds ie a sponsored slim or to ask Tesco if we could be chosen as one of their charities in store for the blue tokens **AT to attach the Tesco Community Fund nomination form for group members to complete** or if we could have our own perspex box **BS to source** with two items that the patients could donate their loose change to. **GP's to decide on the same two things that are needed for both JTH and Felsted surgeries.**

9. Neighbourhood Plan (Felsted) –

JC advised on 18th and 19th May 2017 there will be another showing of the Draft Neighbourhood plan either at the United Reform Church or the Memorial Hall in Felsted.

10. On-line Access –

AT and KW explained that we need 10% signed-up for this by the end of March 2017 and 20% by end of March 2018.

The advantages are: can use either computer or mobile, can book/cancel appointments, order repeat prescriptions with a tick, rather than having to type in and immunisations. Patients are unable to see their medical records at this stage. The old system for repeat prescriptions will end. We have receptionists trained to help patients. We can vouch for patients.

We do need more people to sign-up for this, so please encourage patients to do so.

11. Patient Complaints – None at JTH or at Felsted

12. AOB – None

Meeting closed at 14.15

**Date of next meeting TUESDAY 27th June 2017
at Felsted Surgery**