

## **PATIENT PARTICIPATION MEETING**

**Monday 3<sup>rd</sup> September 2018**

### **MINUTES**

**Present** Annie Taylor, Kate Williams, Alison Andrews,  
Gaenor Jones, Brian Sleafer and Vic Ranger, Iain Crawford

**1. Apologies received**

Roselyne Bloomfield, Gwen Salmon.

Robert Giles has resigned due to other work commitments.

**2. Minutes of last meeting (23/5/18)**

Discussed and agreed.

**3. Matters arising (see below)**

**4. DNA up-date – Hand-out given and discussed**

Figures improving, possibly due to the introduction of text reminders being sent to patients.

**5. Suggestion Box**

- i) More chairs with arms in waiting room. Suggestion made that when replacement chairs are needed, we replace with chairs with arms.
- ii) Delivery drivers blocking access to the disabled dropping-off point and also to the entrance of the surgery. The driver concerned is not helpful when asked to move. Annie will speak to the driver or go straight to Allied Healthcare.
- iii) Print on the notice board is too small. Annie advised that notices are being transferred to the television screen.
- iv) Praise was given to the surgery staff but no name was given.

**6. Neighbourhood Plan (Felsted) – deferred to next meeting.**

**7. On line Access**

The numbers are increasing slowly. Still need to encourage more people to sign up.

Discussion re on-line access – some members of the group reported problems.

Discussion also regarding on-line ordering of medication. Kate explained how the system works.

**8. Comments for NHS Choices - [www.nhs.uk](http://www.nhs.uk)**

To remind people to add positive comments

## **9. Staff Photos**

Photos of doctors and nurse will be displayed in the entrance hall.

## **10. PPG – Waiting room**

On flu Saturdays – PPG to encourage new members to join the group.

## **11. Practice List**

Annie advised that Angel Lane have now re-opened their books following a three month closure during which time John Tasker House registered over 500 patients. Annie explained the registration process of patients generally and those wishing to come from Angel Lane.

## **12. Flu Saturdays – collecting for ear suction machine.**

Annie advised the group that the raffle collection monies this year will go towards a new ear suction machine. Kate will be organising a Harrods Bear.

Discussion took place regarding flu vaccinations this year – there will be a 65 and over and an under 65 vaccine as well as the nasal flu for children. Patient's will receive letters which will have a code on them – FLU 65 for aged 65 and over and FLU18 for under 65's.

Dated for flu Saturdays are:-

JTH – Saturday 29<sup>th</sup> September.

JTH - Saturday 10<sup>th</sup> November

Felsted – Saturday 17<sup>th</sup> November.

Gaenor is happy to come in possibly on both Saturdays. To be confirmed.

Brian – both Saturdays but possibly only until 10am. To be confirmed.

Vic – 10<sup>th</sup> November.

## **13. Patient complaints**

None

## **14. A.O.B.**

Annie – hand out given regarding the Council Voluntary Services in Uttlesford who would like to organise a workshop for 4/10/18. Anyone interested need to register at <https://www.evenbrite.co.uk/e/free-workshops-on-community-engagement-with-kaizen-partners-tickets-49176760013>.

Brian commented on the overgrown foliage from the house at the back of the surgery. Vic suggested that Annie contact the Town Council – Caroline Fuller who would then contact the owner and the Highways Department. Vic is trying to arrange a meeting with the Highways Officer so will mention this.

**Date of next meeting – Tuesday 20<sup>th</sup> November 2018 (note change of date)**