

Rectory Meadow Patients Group

Minutes of the meeting held Wednesday 11 May 2016

- 1 **22 members attended. 11 apologies.** NR sent her apologies – last minute family emergency prevented her attendance. Unfortunately no doctors were available to represent the Practice/advise on professional issues. A matter of some concern given the commitment demonstrated by the students from Dr Challoners' GS and HS.

The Chairman gave a warm welcome to those attending for the first time.

- 2 Meeting 9 March 2016 - minutes/matters arising - covered below

3 Current progress

- a What do young singles want from their surgery? A professional and wide ranging survey presented by 4 members of Dr Challoners' Grammar and High Schools. Several key issues identified. Committee to pursue these with the Practice management. Copies of the report made available to those attending. Recommendation that letters of appreciation from the Practice and Patient Group Chairman be sent to the schools/students
- b Pharmacy Satisfaction Survey. MAH presented the main findings. 78 responses to date with some trends emerging but more replies needed to provide statistical validity. Survey to be continued
- c New data-sharing initiative - My Care Record. Rectory Meadow Surgery has now "signed up"
- d PPG. "Active" membership – 109
- e Website - use of the online appointment and repeat prescription facility. NR not available – carry forward to the next General meeting
- f Ageing Well event. RMS – Thursday 17 March. 27 attended – a great success (CJP)

4 Communication

- a Newsletter distribution. DDS has enhanced the profile in the surgery and to Friends members. Matter for discussion with Practice management – can we overcome Data Protection issues to gain wider electronic circulation to patients?
- b Friends update. See below.

5 Forthcoming Events

- a Friends.
26 May.12.15 - Talk at the surgery – Carol Dickenson, Physiotherapist
24 June. Midsummer Madness - Potters Arms
26 July. Quiz night

- b Diabetes meeting arranged - 13 September (CJP)
- c St Mary's Fete – June 18th. Volunteers required from the RM Patients Group please. Contact Chris Phillips. cjpt@talktalk.net
- d "Let's Talk Health" Bucks. CJP highlighted the importance of the website and urged members to "sign up" – opportunity to influence the future direction of the NHS in our area.
- e Stroke Association – meeting planned for 17 October.

6 A.O.B.

Healthwatch Bucks - Event Volunteer(s) required. Contact Gordon Barratt if interested in contributing/learning more.

Shalni Gulati (a new member and former nurse) spoke eloquently about her willingness to help those who may be undergoing Chemotherapy and Radiotherapy. Does the Surgery have a support group? Committee to take up with the Practice manager.

MAH demonstrated our plans for a Facebook entry. This will provide the Patients Group and Rectory Meadow Friends with a new platform to promote our presence and advertise future events. Still at the development stage but members encouraged to try/like the facility. www.facebook.com/rectory.meadow.patient.group

Dates/timing of future meetings of the Patients Group. Several members suggested that the current meeting time (12.00 on the second Wednesday) may not be convenient for all. ? Monday evening when the surgery opens later. Secretary to seek the views of all active members.

Date of next General meeting – Wednesday 10 AUGUST. 12.15 pm

Minutes of the first Annual General Meeting of Rectory Meadow Patients Group

1. Peter Metcalf outlined the objectives set in May 2015.

To act as a communication channel between the staff of the Practice and patients to enhance the quality of service provided and develop a sense of partnership between the Practice and the patients it serves by:-

- Establishing a formal committee structure and appointing a chairman
- Working with the Practice to maximise awareness and use of the Rectory Meadow website
- Expanding the membership significantly to ensure that we collect the widest range of views
- Promoting "Health Awareness" weeks

Progress to date:-

- Committee formed May 2015
- The new website www.rectorymeadowsurgery.co.uk enables patients to order repeat prescriptions and book appointments – greater efficiency for both Practice and patient
- Active membership has increased from 14 to 109
- Stall at St Mary's Fete – July 2015
- Meeting for Carers in July 2015 led by Carers Bucks
- Ageing Well event 17 March - Age UK, Prevention Matters & Contact the Elderly
- Photographs of our Clinical staff are now displayed in the waiting area
- Project with Dr Challoners GS/HS. What do young singles need from their Surgery?
- Pharmacy Satisfaction survey – in progress

2.To consider and approve a constitution. Draft approved – subject to two changes. Revised version to be circulated to all active members for confirmation.

3.The year ahead:-

- Continue to expand membership as a main priority
- Develop a Facebook presence to improve communication with patients
- Work with the Practice to increase the readership of the RMS Newsletter
- Where possible implement the ideas flowing from the Dr Challoners' survey
- Awareness/action event – Diabetes
- Stroke Awareness meeting
- Continue the Pharmacy Satisfaction survey and follow up

Meeting closed at 13.30

Following the AGM the NHS Digital Transformation team provided an absorbing insight into plans for the continuing development and implementation of the Electronic Prescription Service and Spine computer systems. A valuable exercise in improving our understanding of the future direction of this part of the NHS.

