Meeting: Sherborne Apples Forum (S.A.F.)

Date: Tuesday 30th September 2014

Location: The Apples Medical Centre

Attendees – Philippa Cannings, Practice Manger (PM)

Keith Harrison, Dorset CCG Patient & Public Involvement Development Worker

Dr Greg Miles, Senior Partner

Alan Harrison, Chair

Doreen Harris, Vice-Chair

Judith Austin, Patient

Vic Harris, Patient

Sandra Atherton, Patient

Irene Miller, Patient

Roger Bonelle, Patient

Christine House, Patient

Madeline Dumville, Patient

Donald Salisbury, Patient

Pat Causer, Patient (Practice Manager of Milborne Port)

Apologies: Julie Davies

1. Welcome and Introductions
2. Notes of the last meeting and any matters arising – some members hadn’t received the notes from the previous meeting.
3. Practice Update – Second Newsletter about to be circulated, discussed the possibility of advertising our Newsletter knock on effect to the S.A.F. suggestions included Western Gazette, Sherborne Times, waiting room at the Yeatman, a walking group who could deliver the Newsletter.
4. Amendment to TOR – Agreed that the TOR can be amended as and when – agreed 11 members in the committee – duration of the meetings no long than one hour – agreed that a member must try and not miss three or more meetings consecutively (subject to special circumstances, to be discussed with Philippa) – meeting dates to be arrange for the next 6 months – arrange other service providers to come in and do a presentation
5. Comments/suggestions from the patients – one suggestion received, to have a drinking water dispenser in the Waiting Room, discussed and agreed that due to the rules and regulations that this would not be practical. Due to the fact the patient did not put their name on the suggestion we agreed that the patient may not receive the answer, agreed to put it on the Newsletter and also agreed for the suggestion slips to have a name section.
6. Patient Group Network & CCG update – Keith re-assured us that all the other patient groups go through or are having the same discussions as we are, also there is a good opportunity for Patient Groups to meet, there is a Networking Seminar on Wednesday 19th Nov 12.30pm at The Exchange in Sturminster Newton – please see Philippa to confirm. CCG may fund the practices to post information to patients as it has been discussed how we contact those patients who never come into the surgery or don’t communicate via email/social media.
7. Friends and Family Test – from 1st October it is mandatory that each practice asks the following question – ‘Would you recommend your surgery to your friends and family’ then a follow up question – Madeline and Christine offered to help in December by coming into the surgery and handing out the questionnaires.
8. AOB – Irene attended the PPG Weymouth meeting, a lot of hard work had gone into arranging the meeting but not a large turnout – however Irene found it very useful and informative, with regards to Accessing Records on line and how each service providers work together.

Next meeting on Thurs 20th November 6.30pm