Meeting: Patient Group Meeting

Date: 7th Aug 2014

Location: The Apples Medical Centre

Attendees – Philippa Cannings, Practice Manger (PM)

Keith Harrison, Dorset CCG Patient & Public Involvement Development Worker

Vaughan Matthews, PPG Chair of Newland Surgery

Trevor Rogers, Patient

Judith Austin, Patient

Alan Harrison, Patient

Sandra Atherton, Patient

Irene Miller, Patient

Julie Davis, Patient

Roger Bonelle, Patient

Vic Harris, Patient

Doreen Harris, Patient

Vivienne Ruckert, Patient

George Frost, Patient

Apologies: Marc Haynes

1. Welcome and Introductions
2. Main discussion lead by Keith Harrison/Vaughan Matthews – discussed the reasons of having a Practice group – How it should organised/lead – group agreed to try and promote the group mainly to get the younger patients involved – discussed ideas how to promote the group:

* Allocate a notice board for information with regards to the group, mins of the meetings/dates for next meetings
* Advertise at the Flu Clinic
* Advertise in the Health Visitors/Midwifes room/notice board
* Email updates to all patients who have consented to receiving emails – also discussed in depth that some patients don’t have email/computer access, for those patients who express an interest in the forum we will send information via post
* Suggestion box (larger than the one already in the waiting room) for the patients to put their ideas in the box – this would lead the agenda for the Forum meetings
* Social Media i.e. Facebook
* Continuation of the Quarterly Newsletter

1. Terms of Reference – It was decided that the Apples TOR would be used as a template, every member to read the TOR in their own time and discuss at the next meeting, with the understanding that these TOR can be amended throughout the duration of the group.
2. Agreed on a new name ‘Sherborne Apples Forum’
3. Discussed the possibility of having a point of contact within the Forum for the patients to contact with regards to their questions of who to contact in the practice if they have a problem/complaint/general areas, the Forum decided that this could lead into difficult areas of clinical issues/Complaint procedure is advertise in the Practice Leaflet/Website
4. Selected Chairperson, Alan Harrison – Vice Chairperson, Doreen Harris, Secretary, Philippa Cannings
5. Aim of the Forum to assist and support the practice
6. Poss. representative from another organisation/ppg to come along to meetings – to be discussed between Chair, Keith and Philippa

Philippa to confirm the date of the next meeting – poss end of September