

Minutes of a Meeting of the Friends of the Family Practice held at the Practice on  
Wednesday 24 August 2016 at 11am

Present

Sandra Shaw	Jill Keen (Practice Manager)	Jan Church
Barbara Britten	Sue Yearley	Graham Cundy
Malcolm Jefferies	Mike Rudd (Chair)	

1. The Chair welcomed all to the meeting and confirmed that Mike Smallwood would not be attending due to health problems.
2. Minutes of the meeting held on 20 April.  
It was pointed out that Malcolm Jefferies had attended the meeting involving the joint responsibilities of the RSH and St Peters. The Chair will amend this in Item 7 para 3 and recirculate the amended version prior to publication. With this amendment in place the minutes were agreed as being a true record of that meeting.
3. Matters Arising  
Sue Yearley was thanked for her efforts in setting up the FOTFP notice board in the waiting room area. The board just requires a title band. Jan Church to arrange.
4. Reports on meetings attended.  
There were no reports forthcoming apart from Malcolm enlarging on the meeting detailed in 2 above.
5. Defibrillator.  
Graham Cundy informed the meeting that a defibrillator is shortly to be installed outside of The Memorial Hall in a combination locked cabinet. Access to the equipment will be by telephoning a specific number to obtain the code to unlock the cabinet. In the meantime people need to have training to be able to use the equipment. It was agreed that we would use our notice board to advertise for volunteer trainees.
6. Frequency of Meetings.  
Malcolm Jefferies had raised this matter on the basis that we may not be having enough meetings to be able to deal with issues and especially in the longer time gap in between the April and August meetings. The issue was discussed and it was agreed that there should not be any change to the current number of meetings as laid down in The Terms of Reference. It was felt that should there be special circumstances when an extra meeting may be required this can be arranged through the Chair.

7. St Johns Care.

It was reported by Jill Keen that according to Dr Anderson the collection of urine samples was not a problem. This item will now be removed from the agenda of the next meeting but in the meantime it was agreed that notices emanating from St Johns Care can be displayed on our notice board.

8. Patient Survey

Using the 2014 survey document duly amended by Malcolm Jefferies each question was studied and discussed by those present those deliberations culminating in a survey document to be used in a survey to take place in September 2016.

It was agreed that 150 forms would be handed out for completion by patients attending the practice during the course of a week. This equates to approximately 1% of patients registered.

By the 2 September Malcolm will produce the document in line with what was agreed at the meeting and then circulate the finished article to all other members for final approval or amendment. By the 9 September the item will be ready for copying, a task that will be undertaken by Jill.

The forms will be handed out to patients at The Practice during the following week who will also collect up the completed forms.

When Jill is satisfied that she has received the completed forms she will notify the Chair who will arrange for their collection.

At this stage arrangements will be made to organise a meeting of those who have volunteered to analyse the results of the survey namely Barbara, Sandra, Jan and Mike R.

During the discussions two improvements were put forward which may assist patients.

- a) To install within the telephone system information that would advise callers trying to contact the Practice of their numerical position in the queue waiting to be connected and
- b) Information to patients waiting to be called from the waiting area of any delays to see a particular Doctor.

Both of these matters to be investigated and implemented by Jill Keen.

9. Any other Business

- a) Can some form of seating be provided in the area where patients are waiting to see a receptionist? Jill Keen to look into this.
- b) It was agreed that an agenda item for future meetings will be "Practice changes" and this will be conveyed to the meeting by The Practice Manager.
- c) TravelSmart walking routes as presented to the meeting by Malcolm will be offered to patients from our notice board.
- d) It was confirmed that minutes of our meetings could not be made public until they have been approved at the following meeting.

10. The date and time of the next meeting was set for 2 November 2016 at the Health Centre at 1100

24 August 2016

Mike Rudd  
Chair  
Friends of the Family Practice St John's