

**Minutes of Healthy Living Group  
Held Thursday 12 March 2015**

**Present; SR, SB, UG, BH, GE, IO, JF, AG, BP, JA, LF and Mandy Neville**

**Apologies: BN, RR, JS, JA, SA**

**LEAFLET FOR PATIENTS REGARDING NEW APPOINTMENTS REGIME (PP ACTION PLAN)**

The draft leaflet was enclosed with the minutes from 5 February (apologies to SB as she did not receive a copy of the leaflet) so that everyone could read and comment on it. Various comments recorded and amendments will be made to the wording prior to printing.

**NEWSLETTER**

Mandy issued copies of the latest newsletter for comments; everyone agreed that the colour images made it eye catching. It was suggested that the date of the next HLG meeting be included in the PPG section so that patients can just turn up without having to ring or speak to anyone first. SR suggested this should also go on the website under New/Notices.

**WORKING WITH PATIENTS - VOLUNTEER**

Following on from the action plan, SR has offered to do some work around organising a focus group to find out what different age groups would like from the practice. SR also suggested we do some short videos to play out in the waiting room by interviewing patients on their experience here. In addition, SR was happy to help patients learn how to access services online from the computer in the interview (Foxhill Forum were providing a similar service).

BH was particularly concerned that we were attempting to help out those with internet access rather than those who didn't. Mandy reiterated that by encouraging online access, it should hopefully free the phones up for patients without online access.

SR has also agreed to help with the minutes so Mandy will liaise with her before the next meeting. Also SR has some very good ideas to improve the surgery Website so after the financial year end (31 March) Mandy and SR will have a meeting. THANKS TO SR!

### **SIGNING IN SHEET**

To help with minute taking and attendances/apologies, by the next meeting we will have a signing in sheet; this is also helpful in the event of a fire.

### **PERSON CENTRED CARE PLANNING**

This is yet another scheme which incorporates elements of the old City Wide scheme and the North Scheme and is based on the top 2% of patients at risk of admission. The team will have to undergo training on how to assess patient's motivation to change and improve their health as this underpins the scheme. The practice is currently planning how they will organise the scheme and will advertise it once this has been agreed.

### **BOOK SALES**

Donated books have raised over £1000 for the Cavendish Centre. We discussed perhaps sharing the donations between the Cavendish and starting an equipment fund for the practice to purchase equipment for patient use. It was suggested we split the monies half each. A notice will be put on the bookcase explaining what we are planning to do and asking anyone who disagrees to let us know. If no objections then this will commence on 1<sup>st</sup> April.

### **PATIENT PARTICIPATION ACTION PLAN**

The Patient Participation Action plan update is attached to these minutes. It is also on display on the notice board in the Waiting Room and on the website. In regard to access, it was suggested that perhaps the clinicians could hand out the minor ailments leaflet to patients presenting for consultation who could have been dealt with by the pharmacy. Mandy will liaise with the Doctors.

A template has to be submitted to NHS England to confirm what the practice has done in relation to patient participation and has to be signed off by someone from the patient group and the practice manager. GE and SR have

kindly agreed to do this on behalf of the group and Mandy will bring the template to the meeting on 23 April for all to see.

#### **PATIENTS APPROACHING THE FRONT DESK**

It was suggested that perhaps the building owners may allow us to put a line on the floor to encourage waiting patients to stand back until the receptionist is ready to handle their query. There is already a post and rope with a sign asking patients to wait until receptionist is free.

#### **ONLINE ACCESS TO SUMMARY MEDICAL RECORDS**

DO has volunteered to test out the new scheme where patients can have access to their summary medical records (Allergies, sensitivities and medication) so that we are able to see what exactly the patient can view. Mandy to ring DO to organise this.

**NEXT MEETING**  
**THURSDAY 23 APRIL 2015**  
**11.30 AM**  
**(AT THE SURGERY)**  
**ALL WELCOME**  
**PLEASE INVITE ANY OTHER PATIENTS YOU**  
**KNOW!**