

## IPG Committee Meeting – Tuesday 21<sup>st</sup> January 2020

### Minutes of Meeting

**Present:** Alan, Derek, Jacky, Pamela, Jenny, Royston, Zoe and Glynis

**Apologies:** No apologies

**Minutes of last meeting:** Minutes approved

Alan mentioned that the CCG had taken on his suggestion of patient groups being involved in CQC visits, which is a really good idea to see things from the patients' perspective.

**Chairman's Report:** Alan has been involved in writing content for a booklet on the triangle of care. This has now been published and is a great achievement. The role of a carer is very valuable and offers help and support to the patient. Carers can have limited knowledge on resources that are available to them. A suggestion was made for all surgeries to compile a directory of services specifically for carers, which could be brought to the next big meeting.

In our discussions, there was concern about the behaviour of a few patients who caused difficulties for the receptionists which give them distress and future anxiety.

This subject came up at our 4th September 2019 meeting under the heading CCTV.

In that meeting, we suggested "a trial of a fake camera. This was thought to be a good idea".

May I suggest that as a retrospective 'Matter Arising', we move to recommend that a sub Committee is convened of a few people (including someone from the coal face) to look into how this idea can be implemented?

Apologies from the Chair, who should have made the link with previous discussion. We must support colleagues exposed to challenging behaviour who are working alone.

**The mans shed - Update from Jacky:** The Man's shed have finished building their new shed. In 3-4 weeks things should be getting back to normal for them, so they should be able to have some news on the plant pots for outside.

**Treasurers Report:** Derek gave an update on the accounts and presented a copy of the income and expenditure to the committee. The members commented on how nicely the accounts information was set up. Thanks to Derek for his hard work.

**Books/Donations:** Continues to bring in money. Money has also been collected from the donations box.

**Purchases:** The blood pressure machine has now been paid for and will be set up in the new Wellness room.

**Knitters:** Update from Jacky and Pamela - The knitting continues to bring in a huge amount of money. Jacky shared how popular the gollies have been, and how a couple of them have even been sent on to Scotland, where kilts etc. have been added to them. This is wonderful news ☺

An unknown patient continues to bring in knitted items to sell. We are unsure of the name of this lady. A suggestion to get her a thank you card would be lovely. We will try and find out her name. The group have raised a fantastic amount of £1099.84 which was presented in a cheque to Derek. The knitters have successfully sold most of their stock and are now starting fresh with more new pieces of work. Watch this space!

**Surgery Update from Zoe:**

**Wellness Room:** The room is making great progress. It has been painted and has new flooring. A couple of the vinyl chairs will be recovered in nice calming colours.

The plan is to create a lovely room, full of posters and advice/leaflets on ways to keep healthy - both physically and mentally. This room will house the new blood pressure machine, scales and a suggestion of a height tape was approved.

**PCN: Primary Care Networks:** Practices are starting to work together more. PCN have employed Louise Greaves who is a Pharmacist to offer advice on prescribing. Louise visits Imperial each Tuesday am. More services of this nature will begin to be brought in to all of the practices within WEB.

**Going Digital:** We have been trying to encourage patients to sign up to online services, where they can book appointments and order their medication on their computer or smartphone. To help those that may struggle using the internet, Kate and Alice have been offering digital sessions. These sessions have proved to be very successful and feedback has been very good. The IPG members all felt that they would benefit from some help. Kate will contact each of you direct to set up a meeting.

**Digital Display Board:** We have had a few teething issues with the digital display screen. A few suggestions were made to try and make it better. All of the suggestions were noted. Glynis will look in to trying to improve things.

**AOB:** Coat hooks needed for patients to put their wet coats/jackets.

**AGM:** Date for the **AGM is Tuesday 12<sup>th</sup> May 2020.**

**Date of next meeting:** The next meeting will be held on **Thursday 16<sup>th</sup> April 2020.**