

**Minutes of the APMS Patients' Champions Meeting
held on Tuesday 13 January 2015 at 12 noon, in the Top Floor Breakout Area, The Octagon**

PRESENT: Denise Wilkinson, Practice Manager – The Quays
Vicky Wilton, Practice Manager – Calvert and Riverside
Pat Ellis – The Calvert Practice
Colin Watson – Riverside Medical Centre
Robert Horsfall – The Quays

		Action
1 Apologies	Sara Emmett, David Finney, Janet Sabin and Shula Hamwala	
2 Notes of previous meeting	<p>Correction to present list on last minutes read Pam Ellis and should have read Pat Ellis.</p> <p>Sue Pender research – Colin and Pat confirmed that they had been contacted and interviewed and will give feedback when available.</p> <p>Over 75s – it was confirmed that the named GP will not always be the GP that the patient sees.</p> <p>A&E questionnaire Quays– 20 responses received. Robert to report back at next meeting.</p> <p>Access to Records – This facility is not available in our practices as yet, however it will be by the end of March 2015. Managers to advertise once switched on.</p> <p>Patients Charter – Members asked if this could be uploaded to website and registration pack.</p> <p>Friends and Family Test – VW asked if members could help the practices to push the test by coming to surgery and handing out questionnaires.</p>	<p>CW/PE</p> <p>RH</p> <p>Managers</p> <p>VW/managers</p> <p>Members</p>
3 Patient Survey Action Plan 2014/15	VW brought copies of the 4 practices' blank action plans identifying the areas that require improvement. Members were asked to comment on these areas. Members wished to take the papers away and look at them before commenting. Members were asked to have responses back by 15th January 2015.	Members
4 Complaints Procedure	VW handed leaflets to the members present and explained the complaints procedure.	
5 AOB	Pat asked the managers if there was any support members could give to them. It was agreed that they could support the practice by helping support the friends and family test and also the patient survey at this time.	Members
6 Date and Time of next meeting	24 February 2015 at 12 noon Members to meet at 11.30am until 12noon same venue	