

Minutes of Yell Health Support Group AGM held on 27th April 2006 in Yell Health Centre at 7:00pm

Present: Alexis, Angus, Annette, Johnina, Victor, Dan, Julia, Rae, Mark, Rosie and Patricia.

Apologies: Winnie and Charlie

Minutes of last meeting were read and agreed. Julia and Rae had sent apologies but the message had not been passed on.

A patient satisfaction survey has been carried out again this year. It is the same one as used last year. Copies of the results were passed around. Everyone agreed that the results were very good. Following last year's results the way appointments are allocated was changed to try to reduce waiting times and satisfaction has improved in this respect but this will need to be watched. Out of hours service was not taken into account which is disappointing since the service works very well.

An audit of 48-hour contact (ie a patient getting an appointment within 48 hours of requesting one) will need to be carried out this year. Saturday does not count as a normal working day.

Some of the comments were read out. Some people had requested an early or late surgery to accommodate people who work. It was pointed out that Saturday surgeries are for people who work Monday-Friday. Many people on Yell work shifts, so are free to come during the week, or are able to get time off work to see a doctor. Saturday surgery is not for emergencies only but for people who are unable to come any other day or who have a genuine need to be seen that day. If there is a genuine feeling of need for a change in surgery times that will be considered. This will be clarified in the next newsletter.

Summary of the year:

Charitable status has been granted. The cutting equipment has arrived. We have bought a new ECG machine which is easier to use in an emergency. We have also bought some more emergency equipment and dossett boxes. Two chairs are being recovered for the waiting room. We are thinking of buying a spirometer but will wait until new nurse (Hilary Franklin) is in place so that we can buy one which suits her needs. Hilary will hopefully be starting work mid June.

Financial Report:

Johnina reported that we have a balance of £6214.01. Money continues to come in to the support group without the need to actively fund raise.

Ways of using this money was discussed. Julia asked if there was anyway of providing a ramp to make getting patients on/off the ambulance easier. Ambulances in the outer islands are always older models and eventually we will get one with easier access. Mark will look into this with the ambulance service.

Johnina asked if there was any way of spending money collected in Gordon Jamieson's memory specifically to help cancer patients in Yell. Mark and Rosie could not think of any items and had contacted McMillan Nurses in Lerwick but they too had been unable to think of anything. A palliative care course was suggested to help carers of cancer patients. Such a course was available through Crossroads. This is to be looked into.

At the moment the old defibrillator is used in the ambulance to monitor patients during transit. When a new ambulance is provided there may be nowhere for this to sit so there may be a need to purchase a new monitor.

Mark suggested giving a donation to CATS since this would benefit Yell patients. All at the meeting initially thought this would be a good idea but then the fact that the money, which had been donated for benefit of Yell patients, was being given to another charity might upset those who had so generously donated in the first place. Johnina and Victor to discuss this with Sandra. *

Office bearers:

Patricia agreed to stay as secretary. Mark agreed to stay as Chairman. Johnina agreed to stay as treasurer after a little persuasion.

Planters:

Planters are now in the art room at school. Rosie will check when they will be available for setting up. Bushes etc had been discussed at a previous meeting. Patricia will speak to Helena about type and cost of supplying bushes for the roadside of the Health Centre. She may also provide plants for the tubs.

Ambulance training:

This has been carried out in the last few months and the next session should be in approx 6 months time. There is now a dedicated person who provides training and this seems to be working well. Local training will continue.

The next meeting will be held in August – date to be arranged nearer that time.

* After the meeting I was contacted regarding the CATS money. It was felt that the money in our balance had been specifically donated to Yell Health Support Group and so should be used for this purpose. If anyone wanted to donate to CATS they could do so directly.