

# Meeting Minutes



**Meeting Title:** Surrey People's Group

**Date:** 1 June



**Time:** 10.30-12pm

**Location:** Zoom

## Meeting Summary



### Welcome and introductions

- Welcome and introductions were made

### Location of meeting in person



- The group were asked whether the venue of today's meeting worked well
- Were transport links ok?
- The group voted whether the community hall in Reigate would work again for future meetings. The group all agreed that they would be happy to travel to the same place again.
- Woodhatch SCC building has also worked in the past.
- The grange members suggested that perhaps they could use their building also for a venue sometimes.



## August SPG – Party Planning



- The group were asked what they would like to include if we made our August Surrey People's Group a party
  - Invitations
  - Venue
  - Music
  - Food
  - Games
  - Theme
- Members said they would like to have a responsibility over parts of the party.
  - Mike and Mike would like to organise invitations
  - Joanne would like to organise the music with the grange
  - Jess and David (grange) would like to organise games
- The Grange have previously organised BBQ's and would be happy to do this again
- The group discussed how a few things the party needed would come at a cost. The suggestion was that a ticket could be created, and people would pay a certain amount which could cover venue and BBQ.
- All the group voted in favour of a ticket for the party
- The group were also asked if they would prefer a party to be on a week day or a weekend. The group voted to all know the date of the party in advance

## Joint Strategic Needs Assessment



- The group were asked to look at an easy read document which has been designed to explain what JSNA is and to feedback if it was easy to understand, if the wording was simple and the pictures made sense.
- Presentation was read to the group and printed easy read version were handed between groups.
- Would focus groups be helpful. Members voted
  - yes, and an in person meeting
  - small groups
- If Surrey were talking about your experiences in healthcare, what should they include?
  - Individual stories of experiences
  - Personal care is poor in hospitals, pads not being changed regularly enough
  - If relatives are not there then personal care for individuals are poor. Nail cutting, hair, pads etc.
  - A&E ask too many questions
- What could Surrey do to better your health care experience
  - Shorter waiting lists
  - More GP's
  - Acute liaison nurse be more available
  - Too many numbers to phone
  - Dental services need to be reviewed and made better for people with LD. No provision for people with LD. Not taking on new patients.
- What has been your experience with phoning services when you have a health concern? Did you have good experiences?



-A member fed back that they had to wait a long time in A&E and anxiety levels were high, they were tired and couldn't understand what was being asked of them especially as unwell.

-Feedback from a member that they had a positive walk in session experience that had a good out of hours service.

- Who would you talk to if you had a health concern or didn't feel well?

-Staff/key worker

-Family

-GP practice

-Call 111

-Emergency services if very unwell

- Feedback from the group regarding easy read document

-The pictures are not photo symbols

-The words are not plain English

-It is not easy to understand



## Attendance