

Patient Participation Group Meeting at Ashfurlong – 29 April 2014 at 1.00pm – AGM

Present:

Gordon Barber, Jo Twist, Margaret Escott, Denny Manning, Joy Waterhouse, Tom Forrester, Christine Young, Kathy Caldwell, Carol Cotterill, Helen Newman, Rachel Perkin, Susan Kay, Dr Christopher Howland

Apologies:

Joy Waterhouse, Dr Nigel Speak

Matters Arising and Signing of Minutes:

GB queried whether Consultant letters are now available electronically RP said things had been slowly improving. CC stated that the Practice had been experiencing major problems in the last month due to the change over of server. This has caused problems in connecting to the hospital system. CC explained that this will hopefully be sorted soon.

GB asked if there had been any further thoughts with regards to having another rolling screen in the waiting room outside of reception at Ashfurlong Medical Centre. CC said that this would be unlikely and that patients generally only sit in this area for a very short time.

KC asked if the item that had been mentioned previously “A Day in the Life of a GP” had been looked at.

DM to include in the next newsletter.

KC sated that she thought the newsletter was very good and informative and that she felt it had a very friendly feel to it. TF commented that he would drop a copy to the HUB.

CC to print a couple of copies of the newsletter for TF to collect.

GB signed a copy of the previous meetings minutes as a true account.

Annual General Meeting:

Election / Re-election of Committee Roles

CC spoke to the group with regards to the present roles of Committee Members and explained that the constitution rules state that the present Chair and Vice Chair can remain the same for 2 consecutive years if all the membership are in agreement. The group confirmed that they had any objections to present Committee Members staying in their roles for another 12 months. As there were no objections, this was passed.

Review of 2013 / 2014 Objective / Plans

GB shared a Power Point presentation which had previously been shown at the Coffee Morning which had been held at Ashfurlong Medical Centre. This detailed the purpose of the PPG, what their aims were, what their vision for the future was and what they had achieved as a group so far.

GB asked the group to think about ideas for the next 12 months.

DM said that she felt that the group had spent a lot of time trying to recruit more members to the Patient Group which up until now had not been very successful. DM said that maybe it was time to focus more on the virtual group by developing the newsletter to include members, and also by further engagement with asking them direct questions. DM suggested a liaison member who could act as a link between the two groups. TF asked if there is an e mail address for the Practice that the virtual group could send their e mails to. CC replied that at present there is not but that this is being looked into.

KC suggested a group photograph of the PPG members and a write up detailing the PPG and what they stand for and then sending it to be published to the Observer. KC said this would allow patients to see who the members of their Patient Group are and might encourage patients to contact members of the group. TF suggested placing the group photograph on the notice board in the waiting room.

GB asked the group if they thought another coffee morning would be useful. SK said that this would be a chance to put faces to names and might be useful if members wore name badges.

ME asked if it would be more successful if it was at James Preston as this is in the middle of Sutton Town Centre. CC replied that this is a little more difficult as we have to share the main reception area with the Vesey Practice whereas at Ashfurlong, the Manor Practice has its own waiting area.

TF suggested an evening coffee event.

The group discussed ideas for a competition for primary school children in the area whereby the winning pupils could have their artwork displayed in the surgery. CC said that she had spoken with DM's daughter who has links with the Boldmere Cluster Group. SK said that she thought that Arthur Terry School managed the umbrella of Four Oaks cluster schools. The group decided that this was a question they could put forward to the virtual group.

The group discussed holding a further Health Awareness Day. GB suggested a Men's Health Awareness Day. CH suggested that men are very difficult to engage with these types of events and this subject could be included with a variety of other health issues.

The Group decided that their short/medium term goal would be to hold another Health Awareness Day and to engage with the virtual group to assess the health areas that they would prefer to see promoted at this event.

The long term goal was to fully develop avenues of engagement with the virtual group in order to have continuous two way communication to interact more effectively. CC to organise a generic email

address and / or another method of communication that the virtual group members could use to ask and answer questions. CC reminded group that this would need someone to check e mails or other communication received and to reply promptly to them accordingly. CC asked if maybe a couple of members of the PPG might like to think about helping with this. DM and JT agreed.

Any Other Business – Review Patient Feedback

CC explained to the group that at any future meetings must now include feedback with regards to any compliments or complaints that the Practice have received. CC said that although she could not divulge personal detail of the issues, however she could divulge the areas such as clinical complaint, administration complaint / compliment etc.

GB asked if there had been any more thought to moving the telephone from the front desk. CC said that she had discussed this in depth with the Partners and staff. This is not possible due to available space and that staff would be made to feel that they are in a call centre and they and the patient would lose personal contact.

CC informed group that Partners are meeting on Thursday 1 May to discuss ways of changing the existing appointment system to try and improve issues.

TF mentioned that a friend had received a letter stating he was Pre Diabetic and that this had caused the friend to worry. TF questioned whether these letters needed to be sent out. CC stated that the purpose of the letter is to encourage patients to take steps to change their habits and lifestyle to avoid developing diabetes at a later stage.

JT stated that at a previous meeting GB had mentioned a forthcoming Meeting to be held at Good Hope Hospital in March regarding proposed changes to services at Good Hope. This meeting was subsequently cancelled. A Campaign Group was established and a meeting with open invitation publicised in the Observer was held on the 03.04.14 at the Fellowship Hall in Sutton to which JT had attended. JT had circulated the Agenda of this meeting to the members of the PPG for their interest. CC stated that the Interim Managing Director for Good Hope had recently attended a Local Network meeting and had been questioned regarding this subject, and he had said that to date no proposals had been discussed by the Governing Board.

Date of Next Meeting:

9.6.2014 – 1.00pm – CC apologies.