

# **THE MANOR PRACTICE**

## **PATIENT PARTICIPATION GROUP MEETING** **AT ASHFURLONG MEDICAL CENTRE**

On: 19<sup>th</sup> March 2012 at: 1PM

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### **AGENDA**

1. Apologies
  
2. Matters Arising & Signing of Minutes
  
3. Annual General Meeting
  - Review of 2011 / 12 Objectives
  - Plans for 2012 / 13
  - Creation of Sub Groups
  - Recruitment of new membership
  - Election / Re-election of Committee Roles
  
4. AOB

Date of Next Meeting: 30<sup>th</sup> April at James Preston Health Centre

Patient Participation Group Annual General Meeting – 19 March 2012 – 1pm  
at Ashfurlong Medical Centre

Present: Christine Young, Joy Waterhouse, Jackie Elwell, Tom Forrester, Gordon Barber, Harold Canning, Margaret Escott, Graham Escott, Romola Showell, Denny Manning, Kathy Caldwell, Carol Cotterill, Rachel Perkin, Christopher Howland

Apologies: None

Welcome: HC welcomed GE to the group

Matters Arising: CC informed the group that she had attended a recent building meeting. DM's proposal for the Ashfurlong car park had been discussed and it was decided that this idea would not be viable due to expense and structure of the building. The partners agreed that patients may not use it. CC advised that other ideas could be looked into.

Pictures from Highclare:

HC informed the group that he had spoken with Vanessa Hughes, Art Teacher at Highclare School. It was agreed that a few students could come along to Ashfurlong and have their photos taken for a press article. HC had spoken to the press with regards to their attending today's meeting and had been asked about the proposed Pharmacy on land adjoining James Preston. HC and CC had discussed this and felt it appropriate not to invite the reporter to this meeting. CEH also stated that the proposed pharmacy had no relevance to the news article regarding the paintings.

DM pointed out the PPG were non political and so anything reported in the press, and in this instance the paintings, should not include our local politician or any other politician. DM also wished it to be reflected in the minutes that she had previously proposed that other local schools be involved in supply and display of the paintings and this should not be restricted to Highclare.

KC suggested that we could take our own photos and write our own story and present this to the Editor.

**The group decided that the next report in the paper should be about the pictures from Highclare School.**

Survey: KC asked if the survey represented patients from both surgeries. CC advised that they had. RS commented that it was a very well presented report.

Commissioning: CC informed the group that this is now live on the website and the conversation will be live from April. KC asked if there will be opportunities for involvement. CC agreed that there was and handed Commissioning leaflets out.

## Annual General Meeting:

### Review of 2011/2012 Objectives:

Short Term Objective 2011: CC admitted that photos of the Doctors had unfortunately not been successful as CEH had lost his camera.

**RP volunteered to photograph doctors over the next couple of weeks.**

Medium Term Objective 2011: Notice Boards: CC has now organised all notice boards efficiently.

Long Term Objective for 2011: CC talked about the survey and how it has been a success. CC thanked the group for all their hard work. CC has produced an action plan which is available for viewing on notice boards and the Practice website. This has also been sent to the PCT who have approved it.

TF asked if patients are aware of the success.

CC agreed yes they are as information available both on website and on all notice boards.

CC informed group that it is essential that we ensure that all proposed actions are fulfilled and CC proposed to be working on the further promotion of services fully in April.

### Objectives set for 2012/2013

**Short Term Plan** – Ensure Photographs of Doctors are displayed

**Medium Term Plan** : Health Awareness Open Day at Ashfurlong:

The group spoke about ideas for the forthcoming Open Day.

RS asked group what would the open day be promoting.

It was agreed that the purpose for the Open Day would be for Health Awareness and not necessarily for fund raising. It would also be a chance to show off the newly refurbished building following the flood at Ashfurlong.

The group decided on the month of September, a date to be decided at the next meeting.

DM suggested having “stalls” with BP monitoring, Breast Cancer Support, Other support Groups /Charities could be asked to attend to promote themselves.

The group decided that the Open Day would need to be advertised well for it to be a success. It was agreed that the website, TV screens and Notice Boards would be ideal for this purpose. It was also agreed that flyers on reception would be a good idea.

CY commented on the amount of expertise around the table and that everyone could bring their ideas forward.

TF suggested text messages to patients to advertise the Open Day.

KC suggested giving out “Goodie Bags”.

DM suggested treats for children and handing out questionnaires to adults and children as they walk around.

It was agreed that the group would all go away and think about ideas to bring to the next meeting. The creation of Sub Groups to work on this project would be on the next meeting's agenda.

**Long Term Objective:** To ensure actions are completed in line with action plan from Practice Survey 2011, and to arrange a further survey to measure outcome.

#### Recruitment of New Membership:

CC informed the group that she has recruited a new member (Mandy Holmes).

CC would like to recruit a few younger members to provide better representation of the younger age bracket.

#### Election / Re Election of Committee:

It was decided that HC would be re-elected as Chairman – this was carried 6 in favour and 2 against.

GB to remain as Vice Chair

#### AOB:

DM suggested the idea of a Buddying System whereby another patient who has had a similar diagnosis could be there to support a patient with a newly diagnosed condition.

CEH agreed this was a very good idea. He explained that there is already a system in place called the Expert Patient Programme which is available for patients with chronic conditions. However, he felt that the group could really help to develop the Buddying System and advised that he would really like the group to get involved in this as he felt that this would be much more effective and personal to patients.

RS spoke to group about her experience as a Breast Cancer Counsellor. She advised that patients need someone they can trust and talk to in a time of need.

#### Planning Permission – While Road Pharmacy:

CEH explained to the group about the ongoing issues with the pharmacy on While Road. He also advised that this was a PCT issue and something that neither the group nor the surgery is involved in.

CC thanked GB for attending the Sutton Park Surgery PPG and advising their group of our progress.

CEH advised the group that the rest of the partners for the Manor Practice have extended their praise and think the group are fantastic in their achievements so far.

Date Of Next Meeting : 30<sup>th</sup> April 2012 at 1pm James Preston Health Centre

Date of future meeting: 11 June 2012 at 1pm Ashfurlong Medical Centre.

Thanks to CC for sandwiches.