

Patient Participation Meeting Minutes – 31 March 2011 at 1.00pm at James Preston
Health Centre

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

1. Welcome & Introductions

Members introduced for benefit of newer members of the group.

Review of Group Skill Mix

Members of the group provided information about their different backgrounds and skills they felt they could offer to the group.

2. Group Business

Election

The group proposed Mr Canning as Chairman, Mr Barber as Vice Chairman, Denise Manning as Secretary and Jackie Elwell as Treasurer.

Agree Terms of Reference

The group agreed that the terms of reference would be to act as a voice for the other patients and to be there to collect patient views and suggest improvements within the practice that would benefit all concerned.

An anonymous questionnaire was suggested. CC offered the group an example of a past questionnaire and it was agreed that slight amendments should be made in order for it to be more relevant to the group. The questionnaire could be filled in when the patient called in to see the doctor. PL commented that the questionnaire could also be adapted for those patients who were housebound and doctors, Health Visitors etc could take with them when visiting patients at home.

DM suggested a pop up box within the website that could direct patients to an on line questionnaire.

TF suggested a comments box and a notice board. The majority of the group all agreed that they did not know that we had a comments box. TF said that he thought that the notice board needed to be a prominent position and for it to stand out. The group agreed that there should be a notice board to represent the group and this would include information about the group and also about the doctors and staff at the surgery.

GB commented that he would like group to be involved in commissioning and new changes. CC agreed to invite Annette Hearnden from the PCT Patient and Public Involvement Dept to offer support to the group and offer any guidance gained from any other established PPG 's.

Agree Frequency of Meetings

It was agreed that the meetings would be every six weeks

Agreement of Quorum

It was agreed that this would be 8

Annual Review Arrangements

This was agreed 31st March.

3. Work Plan

Review of Ideas from Last Meeting

Ideas from the last meeting were discussed and the following objectives agreed.

Short, Medium and Long Term Objectives

Short Term

Notice board to represent members with details of meeting and minutes. CC to supply badges to identify group members.

Medium Term

Decorating ideas for Ashfurlong. It was agreed that the colours should be warm, welcoming and modern. DM suggested Student Pictures on the walls.

Photographs of doctors with names.

Open Day at Ashfurlong following restoration.

Hand Outs with information about the PPG

Long Term

Patient Questionnaire

Communications and Reporting Back

It was agreed that on completion of the questionnaire, the results and any issues identified for resolution, are entered on an agreed work plan with timescales for completion. This to be published both on the website and in the surgery.

AOB

News from the Practice

CC spoke about difficulties that the practice had experienced at Ashfurlong and discussed structure and plans for future.

Date of Next Meeting

12th May 2011 at 1pm at James Preston Health Centre

Sandwiches