

The Manor Practice Patient Participation Group Meeting at Ashfurlong Medical Centre on Monday 11 June at 1.00pm

Present

Harold Canning, Tom Forrester, Christine Young, Margaret Escott, Graham Escott, Joy Waterhouse, Romola Showell, Gordon Barber, Kathy Caldwell, Carol Cotterill, Rachel Perkin

Apologies

Denny Manning, Mandy Holmes, Jackie Elwell, Christopher Howland

Matters Arising

CC informed the group that since the surgery had advertised with leaflets for appointment online booking there had been a huge response for this. CC and NJS had discussed the matter and it was decided that the flyers would be placed in the consulting rooms for doctors and clinical staff to hand out to patients to further promote this service.

Signing of Minutes

HC signed previous meeting minutes as a true account.

Feedback on Current Issues from the Practice

CC reported that there is to be a planned day of Industrial Action on 21st June 2012 by Doctors holding BMA membership. This has been reported in the press recently. CC explained that 3 of our Doctors were members of the BMA and although initially the consensus was not to take industrial action, after further discussing the issue, it was decided that the Doctors would show support for their UK colleagues.

Doctors will still be in the Practice to attend to emergencies and urgent appointments. CC to display posters and information on the Practice website.

GB asked if Receptionists would be allowed to book an appointment at either surgery. CC explained that the appointment systems for each surgery were separate and this could confuse matters for the Reception Staff.

NJS and CC had discussed the Practice website following the launch of a new website for Sutton Medical Consultancy. NJS had requested CC to ask the group for their thoughts on the website.

KC said she thought the website was very informative, covered patients of all ages and she was impressed with the comprehensive list of directories.

KC also expressed her thoughts on perhaps linking local charities as well as national charities and asked whether it might be worth inviting some local charities to register their services. She gave an example of Breast Friends, an experienced organisation who can accept referrals. She explained that they serve 100's of people in the community and can help patients financially if they are struggling.

CC asked for the group to look at the website critically and to inform her of any improvement ideas and she would also email the online group for their comments.

Feedback from Representation of Clinical Commissioning Group PPG

CC informed the group that the CCG has now gained acceptance for the next stage of the process to gain authority for budgets from March 2013. CC explained that to get to this stage the CCG had to take part in a Board to Board Challenge. This had involved considerable work from the Board including from our Practice, a Practice Action Plan which showed that we were competent in managing areas such as patient care, chronic disease, managing of budgets etc. NJS spent many hours working on a comprehensive action plan for the Manor Practice which helped to evidence engagement between the CCG and Practice.

Feedback from GB and HC

GB and HC had both attended two CCG meetings. They summarised their visits to both the Harlequin Surgery and to Leicester Football Ground and handouts were given to members of the group of their accounts of the visit. Overall GB said that he felt disappointed and felt the meetings were not very informative although the videos were helpful. CC reminded the group that it was very early days for Commissioning Groups. KC informed the group that she had signed up online for the minutes of the Commissioning Group meetings to be emailed to her.

Health Awareness Day Planning

CC confirmed that she had spoken with the Practice Manager at Hodge Hill who reported that they had held two open days in the past. The first one was held on a Saturday which was not very successful. The second was held midweek and was much better attended. CC informed the group that she had spoken to the Partners and it had been agreed that midweek would be a much better choice for the Health Awareness Day.

CC advised that she would speak to the Practice Manager of the Tudor Practice to find out if they would like to share the Open Day as this would benefit both surgeries and free up extra floor space in the waiting area.

CC to mention at the Building Meeting tomorrow.

Wednesday 19 September between 10am and 2pm was decided as the new date for the Health Awareness Day.

After discussion the group all agreed that a subgroup meeting would be useful for members to get together to brain storm and plan ideas where tables and display boards can be placed etc. It was agreed that the group would meet on Monday 25 June at 4pm.

CC to e mail Helen Newman at ASH to book the conference room.

ME, CY and KE all agreed to speak to the agreed organisations and invite them to attend on the new date.

CC will arrange for doctors, nurses and health care assistant to have available access for drop in patients for weight, BP, smoking and contraception advice during the 4 hour timeframe.

CC will also liaise with Sutton Medical Consultancy and arrange that possibly 2 Consultants will be on hand to promote both Private and NHS clinics and their other available services. Patients could then tour their facilities.

CC commented should the day prove to be of minimal success, the group would be able to repeat and build upon for a next time.

CC stated that with Health and Safety issues, it was probably not wise to provide refreshments.

CC informed group that the Flu Campaign will start during late September, and the Practice could use the Health Awareness Day as a way of promoting this.

CC to contact Polly Sanofi for their display information and leaflets to hand out.

Any Other Business

TF asked CC if the Practice had a mission statement. CC advised that the mission statement for the Practice was "HEALTHCARE WITH CARE".

TF asked the group their thoughts about having this displayed somewhere in the reception area.

Group to think about this and give ideas at next meeting.

The group also discussed the possibility of a mission statement for themselves. Members of the group agreed to go away and think of suggestions.

Date of Next Meeting

Monday 25 June – 4.00pm – Sub Group for Health Awareness Day

Monday 23 July – 1.00pm at James Preston Health Centre

Monday 20 August – 1.00pm at Ashfurlong Medical Centre