

Patient Participation Group Meeting held at The Stag Medical Centre

Thursday 18th October

Minutes of the Meeting

Present:

Chris Thompson (CT) Practice Manager
Tracy Ingram
Jenny Drew (Chair)
Tony Drew
Elaine Laurie (Secretary)
Kath Perry (Vice-chair)
Peter Appleby
Christine Pigg
Iris Wilde
Gill Stokes
Heather Hind
Jackie Horton

Apologies:

Pippa Harder
Eileen Brooks (Publicity)
Hazel Kinsey

1.0 Welcome and introduction

1.1 Jenny welcomed members and new member Jackie Horton to the group. Apologies were noted.

2.0 Group Business

2.1 The minutes of the last meeting held Thursday 16th August 2012 were accepted and approved by all.

2.2 Matters arising

Jenny is to consult with Helen Wyatt from NHS Rotherham with regard to the Rotherham PPG Support Group about future speakers and dates to meet.

2.3 Feedback on the Flu Days .Chris thanked everyone who helped at the surgery with cakes drinks and the raffle. Jenny was thrilled with the response and Gill was pleased with those attending who were engaged in

conversation. Everyone commented that they are pleased with the changes in the surgery re no triage and that they feel the appointment system seems to be working well.

The waiting room at the Stag surgery looked more inviting and encouraged people to talk to each other because of the layout of the chairs. Next time we will be more prepared and have photos taken at the Flu Days and other fund-raising events we hold.

A lot was learnt and next year could be even bigger and better.

£453.00 was raised towards MacMillan Nurses and £361.00 was raised towards Rotherham Cancer Care.

Jenny mentioned that people from Rotherham Cancer Care were willing to help out at our surgery next year. More thought and preparation will be needed for future events such as this and the PPG will address this at a future meeting once we have the meeting dates for next year.

2.4 Feedback from PPG support group who attended the 19th of September meeting at Clifton Park was excellent and Elaine has some notes which will be shared with the group as soon as they can be prepared for the website. Heather, Elaine and Peter attended and said it was a good informative meeting letting all know how the Health Service was changing in line with Government guidelines and how PPG groups can help their own surgeries. Our PPG group was praised and NHS Rotherham was impressed with our group and what we had achieved in just less than one year. We came out very well compared to other groups. Peter commented some groups were worried about the cost of joining NAPP. Most of the meeting notes will be on the website for viewing.

2.5 Second GP survey.

There were some unauthorised changes made to the agreed questions the PPG group had previously set for the second GP survey when these were loaded onto hand held computers for use at the Flu Clinic days. This resulted in some questions being misinterpreted by people especially where information about visiting the nurse was being asked. Jenny suggested that this should form a Pilot Study for the survey and clarity of the questions be amended to meet the needs of the survey. The group

agreed and the questions the group had intended to go on the survey were re-visited and nothing was changed. These questions will be put on the website and also sent to NHS Rotherham for loading on to the 4 machines for the next survey. At the next meeting we will organise for sessions to be done at both surgeries to complete the survey.

3.0 Publicity Eileen Brooks

3.1 Eileen submitted a copy of the Autumn/Winter Newsletter to be approved. It was requested that the names of the local businesses that had made donations for the raffle prizes be put into the Newsletter and make the correction to read 'Herringthorpe Infants School to be thanked for their contribution of art work which was displayed in both surgeries.' The Newsletter was approved by all present. This would be sent to Eileen for approval and then on to the printers once a quote for the price of printing had been agreed with Chris Thompson Practice Manager. Tony Drew agreed to do this and liaise with Chris.

4.0 Care Quality Commission issues- Chris Thompson

- 4.1 Chris stated the practice is due to register at the end of October and that Dr Abbey is the registered manager with the CQC inspectorate.
- 4.2 Chris gave some information about the possibility of setting up a Carers Corner to do a display with phone numbers and support group names and had wondered if the PPG may wish to be involved with it. Heather Hind was keen to follow this up and stated she would send the name of the person she had contact with to Jenny so that the group could decide how to proceed with this. Jenny had also been approached by Alan at Oak Trees assisted living complex at the top of Stag Lane when he visited the flu clinic recently and he was willing to arrange for a room there to be used for meetings etc. Jenny said she would contact him.
- Jenny was keen that the onus for this was not put on the existing people who have worked hard on other events and issues our PPG had been involved in. She would try to get other people in the group to be involved and as a result will do some investigating for this particular initiative as it was one that needs continual support and commitment for it to be of any help to the practice population.

5.0 Website Development- Tony Drew

5.1 Tony fed back about the recent developments of the website. As a result of the sub-group work there are now Tabs to access the various sections of the PPG such as information about the PPG, what is meant by a PPG, surveys results and reports, email sign up for the Virtual PPG and agendas and minutes of meeting notes. He would be liaising with Oldroyd the web publishers about other developments and improvements to the site as a result of the continuing sub-group work.

6.0 News from Practice.

6.1 There is an advert for temporary receptionists in the Rotherham Advertiser and Record due to long term sickness within the receptionist staff. The female GP post is still unfilled after one of the recruited GPs failed to take up the post due to other offers and another offer has been made to someone else but her acceptance is still awaited
The Doctor who had join us as a GP Registrar has left and taken up a post in Manchester after deciding GP practice was not for him. The practice is awaiting news of another GP Registrar trainee to join them at the next available recruitment slot.

7.0 Any other business.

7.1 Chris mentioned that Boots the chemist had improved and had we the group experienced it getting better. There was a mixed response. Peter said the 0845 number comes up on Google Chris explained if anyone rang that number a message would give them the correct number.
Tony agreed to sort it out with Google.
Peter also requested that all PPG documents be in PDF (portable document format). Tony agreed to do this for the next release of PPG documents.
Kath Perry has agreed to be involved with GMC Re- Validation of Doctors and will inform the group of developments and what it means for patients.

8.0 Next Meeting 22nd November 2012 at 6pm.

8.1 Dates for PPG meetings for 2013.

January the 10th

February the 14th

March the 7th

April the 25th

May the 16th

June the 20th

July the 11th

August the 15th

September the 5th

October the 10th

November the 7th

December the 12th.

Meeting closed at 7.15pm.

