

## **MINUTES OF THE PPG MEETING**

**Thursday 25<sup>th</sup> June 2009**

**The Datchet Health Centre**

### **1. Present**

Anthea Christie, Dr. Adrian Dalton, Sheila Ferguson, Suresh Gogna, Kate Grinsted, Karen Holmes, Bill Joy, Vivien Walton.

Apologies: Pam Curry, Tony Griffiths

### **2. Minutes of last Meeting**

It was agreed that the Minutes of the last meeting represented an accurate account of events.

### **3. Matters Arising**

#### **Complaint to PCT**

Karen contacted the PCT to establish what was happening around the complaint that the PPG made to them regarding pre and post-operative care. Jacky Walters (Berkshire East PCT) indicated that the issue was multi-faceted and that she would take it forward to the LMC (Local Medical Committee) for their input. As the issue is around how services are commissioned it was suggested that Karen should ask for it to be an agenda item at the next locality commissioning meeting that she attends. Adrian feels that the group needs clarity around how the service is commissioned. It was also noted that a formal response or holding letter has not been received from the PCT in line with their complaints process. It was suggested that Karen should prepare a letter on Tony's behalf picking up on this point.

#### **Waiting Room**

Adrian advised those present that he felt that Kate has done really well with the reorganisation of the waiting areas. Kate reported that she and Karen had sourced some storage boxes for children's books and that we needed more books to stock them. Wall mounted magazine racks have also been put up in both the downstairs and upstairs waiting areas. It was agreed that Karen should ask staff to provide some additional magazines and children's books to avoid a deluge if patients were approached. Adrian proposed a vote of thanks to Kate for the work that she has done.

#### **Patient Survey**

Karen handed out copies of the feedback received from the PPG working group that discussed the patient survey. She also gave a short presentation around the outcomes. It was agreed that outcomes of the survey should be fed back to patients

and that this would take the form of a 'questions and answers' A4 flyer. Karen will write the questions and Adrian will endeavour to answer them.

It was noted that next year it would be beneficial if a member of the PPG produced the feedback from the sub-group meeting to the PPG. Karen informed the group that the process will change next year and there will be no in-house survey. The content of the proposed national survey is not yet known. However, the following process was suggested for survey review:

- PPG sub-group meet to discuss the results of the patient survey.
- Outcomes of the meeting are fed back to the PPG.
- A staff meeting will be arranged to review the survey and PPG feedback - a PPG member will attend.
- A joint action plan will be developed and fed back to patients.

It was agreed that it would be beneficial for an article to appear in Datchet Chat around availability of extended hours appointments. Bill will liaise with Suzanne Bluett around the content of an article to ensure as far as possible that the group maintains editorial control.

#### **4. Wraysbury**

The partners are currently looking at a possible facility in Wraysbury that will shortly become available to rent. The PCT have been engaged to ensure their support of the project. There is also the possibility of purchasing some land, although this would be a longer term project. The practice continues to pursue opportunities as they become available.

#### **5. Any other Business**

##### **Training Practice**

The planning officer from the Royal Borough of Windsor and Maidenhead has visited the Datchet site to advise around possible planning issues regarding the practice's wish to become a training practice. The partners have to provide evidence of how such a development would benefit the local community. The benefits were discussed by the group. A letter from the PPG to summarise the benefits of the scheme from the patients' point of view would be welcome. It was agreed that Sheila would write a letter as Chair.

##### **Practice Nurse – Jackie Gumme**

Bill asked Karen to pass on the PPG's best wishes to Jackie.

##### **Next Newsletter**

Karen will ask Nikki to write an article around women's health. Suggested topics were cervical screening, breast screening and chlamydia screening.

## **Swine Flu**

Swine flu was discussed briefly. Current advice is for patients to call the NHS Direct helpline.

## **Health Education Evening 2010**

It was suggested that everyone should bring along proposals for the subject of the next health education evening to be held in April 2010 to the next meeting in September.

### **6. Date of Next Meeting**

The next meeting will be held on Thursday 17<sup>th</sup> September at 1.45pm at The Datchet Health Centre. If there is any urgent need for a meeting in the meantime an extraordinary meeting will be convened.

Following the meeting Sheila received an e-mail from Helen Mason indicating that she would have to resign from the PPG owing to work commitments.