

MINUTES OF THE PPG MEETING

Thursday 7th May 2009

The Datchet Health Centre

1. Present

Anthea Christie, Pam Curry, Dr. Adrian Dalton, Sheila Ferguson, Kate Grinsted, Karen Holmes, Bill Joy.

Apologies: Suresh Gogna, Tony Griffiths, Helen Mason, Vivien Walton.

2. Minutes of the last Meeting

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

3. Matters Arising

Complaint to PCT

Karen will check the PCT complaints process so that the group can establish the correct procedure in pursuing the complaint around pre and post-operative care. Those present were unsure as to whether the Health Ombudsman or the Strategic Health Authority should be the next body to write to. Karen will pursue the correct avenue on behalf of the group.

Patient Survey

Karen will circulate a copy of the feedback that she received from the PPG. A document was produced that combined PPG feedback with patient feedback, which Karen will edit. Any recommendations from the PPG can then be taken forward to the next Partners' Meeting.

It was suggested that an A3 poster could be produced containing the latest DNA figures to try and reinforce the extent of the current problem.

Sheila suggested that an article could be produced for the June newsletter around telephone access to the practice. Karen will forward an article to Sheila. Sheila also asked if Dr. Wallbank could produce an article on women's health – Adrian offered to talk to Nikki.

4. Heart Matters Health Education Evening

The evening was highly successful, with some 130 people attending. Sheila thanked everyone for their hard work in making the evening such a success, particularly the sub-committee, who had put in a lot of work. Subjects for the next health education evening will be discussed at a later date.

Bill raised the issue of the need to update the practice laptop. Karen will organise internet access for it at the practice.

5. Training of new GP's

Adrian informed those present that the practice would like to become a training practice for trained doctors who wish to be trained in general practice. Dr. Ruth Ferguson is currently in the process of training to become a GP trainer. Dr. Wallbank has also put her name down for the course starting in February 2010. The practice will have an assessment visit to assess its suitability and is committed to becoming a learning organisation. Registrars will be able to see patients by themselves.

The partners of The Datchet Health Centre have applied for funding to support their wish to become a training practice. PPG members agreed that this would be a positive step for the practice to take.

6. Ideas for the Future

Waiting Room

Adrian indicated that he would like a PPG member to be involved in the waiting room area. It was that one person could look at the magazines available once a week. Kate suggested that the introduction of children's books would be a good idea. Kate offered to give this a try and will make an arrangement with Karen to come in.

Pam offered to bring in some sample help leaflets from Maidenhead Town Hall.

Stall for Datchet Fete – 4th July 2009

Unfortunately no-one present had the time to give to this project on the given date. It was suggested that we should aim for this next year.

7. Date of Next Meeting

The next meeting will be held on Thursday 25th June 2009 at 1.45pm at The Datchet Health Centre.