

MINUTES OF THE PPG MEETING

12th March 2009

Datchet Health Centre

1. Present

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

Apologies: Pam Curry, Suresh Gogna, Helen Mason

2. Matters Arising

Tony proposed that the Minutes should be accepted as an accurate record of events and this was agreed. Tony commented that the Minutes were of a particularly high quality.

Staff issues

Dr. Ruth Ferguson starts working at the practice on Monday 23rd March 2009.

PCT

Tony has written to Lise Llewellyn (Chief Executive) and Karen has sent a follow-up e-mail to try and elicit a response. Adrian suggested a letter to the PCT giving the history of the issue and giving a timeframe within which the PPC expects a written response. A two week timeframe was suggested. It was agreed that the issue would then be forwarded to the Ombudsman for Health as a complaint. Tony and Karen will work together to produce a letter.

Links Information

Karen has distributed copies of the LINKS powerpoint presentation to all members.

Wraysbury

Adrian informed the group that the practice has expressed an interest in land in Ouseley Road which backs onto the church. However, the land is green belt and it is on the flood plain. It is felt that there would be problems with planning permission and building and that access would be difficult. At this stage the practice is only making tentative enquiries.

Dr. Roper's old house was also discussed and it was confirmed that Frank Burr is the person to contact to establish who currently owns this property.

3. Confidentiality

Those present watched the training video on confidentiality issues that is used by the practice for inducting new staff. Those present felt that the video was interesting and it raised awareness around the types of issues that arise around confidentiality.

4. DHC Charter

Adrian discussed the DHC Patient Charter, which has been devised without any input from patients. The PPG members present felt that the principles were pertinent and did not see any need to work on it at the present time.

5. Patient Survey

A good meeting was held with staff yesterday in which the results of the latest survey were presented and action points devised. Adrian proposed that next year the PPG members should receive a copy of the survey results at an earlier stage and one or two representatives from the PPG could be nominated to attend the staff meeting so that the results can be reviewed by both groups simultaneously and a joint action plan devised. The PPG members/sub-group can report back to the main PPG group around the meeting and action points.

6. Heart Matters

There was nothing further to add. The working group is pretty well organised for the night. Help is only required on the evening and in the baking of cakes. Some members present volunteered to make cakes.

7. Any other Business

Karen passed round a document that she received from NAPP entitled "Fifty Reasons to have a PPG". Members will read this and bring any ideas for DHC PPG back to the next meeting.

Adrian asked whether the PPG would be interested in collecting money for The Friends of Datchet Health Centre charity. A stall at the Datchet fete was suggested (to be held on Saturday 4th July). This will be discussed further. It was suggested that an article about the charity could be produced for the next patient newsletter.

Adrian suggested that a PPG member could help with the waiting areas – e.g. with the organisation of the magazine supply and poster displays.

The difficulties that patients with sensory disabilities have in getting through on the telephone were discussed. It was agreed that this was a good area for the PPG to look at in terms of how we can improve service delivery to this patient group.

8. Date of Next Meeting

The next meeting will be held on Thursday 7th May 2009 and the following meeting will be on Thursday 25th June 2009.