

MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING

13th January 2011

Datchet Health Centre

Chair: Sheila Ferguson

1. Present.

Anthea Christie, Pam Curry, Dr Adrian Dalton (partner), Suresh Gogna, Kate Grinsted, Karen Holmes (practice manager), Anita Kapur, Chris Smith, Vivien Walton.
Bill Joy (minutes secretary).

- a. Apologies:** (Please send apologies to the Minutes Secretary)
None; all members present.

2. Minutes of last meeting.

It was agreed that the minutes of the last meeting were an accurate record.

3. Matters arising (not covered by the agenda)

a. Liaison with local PPGs.

Karen has been in touch with several local health centres in our area but none of them have PPGs

b. Building work.

The actual building work was completed at the end of October; fitting and furnishing, delayed by some funding problems is now complete, but the new accommodation cannot be used until telephones are installed. The most recent date for completion of this work was 14th January.

c. Booking appointments on the internet.

Karen said the new EMIS system was working well and more patients are registering to use the system for appointments and repeat prescriptions. Bill said that although he thought the system worked well, the method for dealing with messages was not at all clear. He had recently received an untitled e-mail in reply to such a message from datchetreceptionist, probably because he had specifically requested it. Karen said she would investigate and, if necessary, set up a procedure for handling these messages. She asked Bill to send her a test message so she could trace it.

Post meeting note: The message went straight to Karen and she was able to reply to Bill, all within the Emis system. Thus, anybody who sends a message via his/her Emis account should look for the answer there.

4. Health Education Evening

The organising sub group reported the following:-

The next Health Education Evening will be held at Datchet Village Hall from 7:30pm to 9.30 pm on Tuesday 19th April 2011, under the title "Living with Arthritis". Invitation letters will be sent to patients with Rheumatoid Arthritis, but there are too many with Osteoarthritis to justify the expense of writing to them as well. Publications from Arthritis Care will be available at the meeting where a collection on behalf of the charity will be held. Adrian said he had applied to Datchet United Charities for financial support. He added that he would write a piece for the next newsletter

5. December newsletter

The December newsletter had been well received. Bill apologised that poor health had prevented him from distributing copies from DHC to Datchet Library, Post Office and The Bridge. Suresh had managed to distribute some copies in Datchet.

6. Ideas for the coming year

a. 'Flu Vaccination

Vivien asked if there could be greater clarity in future arrangements for 'flu vaccinations. Adrian said the practice had shared in the nationwide confusion and poor turnout. This season, reminder letters were sent only to those eligible who did not turn up at the flu clinics.

It was decided that a note about 'flu jab clinics would be included in the September issue of the newsletter.

Sheila suggested that this year PPG members should provide teas and coffees for the 'flu vaccination clinics at Datchet as well as Wraysbury.

b. Datchet Fete

Ideas and volunteers are required for a proposed joint PPG/Friends staff at Datchet Fete, probably the first Saturday in July. This would be a good way to raise the profile of the PPG.

c. New NHS GP Commissioning Scheme

What should the PPG be doing about this? Adrian explained that once the GP consortia were formed, there would be a potentially bigger role for the PPGs to play in local healthcare. Karen mentioned a pilot scheme in dermatology had been started.

It was suggested that next time new services are discussed the Locality Group might appreciate having a patient point of view input.

Sheila asked Karen for a newsletter article on this new service

d. List of local voluntary group clubs etc.

Adrian thought it would be useful if he had a local list of voluntary groups/clubs etc such as the Monday Club in Datchet or Age UK coffee morning sessions in Wraysbury which he could hand out when visiting patients, particularly the elderly and lonely. Anthea and Sheila would draw up a list of voluntary activity for Wraysbury, Vivien for Horton and Suresh and Anita for Datchet. This information could then be produced in an A5 flyer for handing out.

e. Next Newsletter

Sheila asked for ideas for the next newsletter. Adrian offered to write a piece about hay fever and we would mention the new F2 trainee doctor

7. Any Other Business

None

8. Date of Next Meeting

Thursday 10 March 2011 at 1:45pm in the DHC meeting room.