



## Patient Participation Group, Datchet Health Centre

**MINUTES OF THE  
PATIENT PARTICIPATION GROUP MEETING  
HELD ON TUESDAY 12 SEPTEMBER AT 13:30PM  
HELD AT DATCHET HEALTH CENTRE**

**Chair: Michael Shefras**

### **Present and Apologies**

<b>Michael Shefras MBE - Chair</b>	<b>MS</b>	<b>Present</b>
<b>Patricia James – Honorary Secretary</b>	<b>PJ</b>	<b>Present</b>
<b>Anita Kapur</b>		<b>Apologies</b>
<b>Jayne Crampton (Honorary Secretary)</b>		<b>Not Present</b>
<b>Pamela Curry</b>		<b>Not Present</b>
<b>Helen Jenkins</b>	<b>HJ</b>	<b>Present</b>
<b>Rowena Mignot</b>	<b>RM</b>	<b>Present</b>
<b>Suresh Gogna</b>	<b>SG</b>	<b>Apologies</b>
<b>Vivien Walton</b>	<b>VW</b>	<b>Present</b>
<b>Margaret Holmes Pickering</b>	<b>MHP</b>	<b>Present</b>
<b>Romola Ganguli</b>		<b>Apologies</b>
<b>Elisabeth Hattersley</b>	<b>EH</b>	<b>Present</b>

<b>Maryrose Simpson (To Item 9)</b>	<b>MrS</b>	<b>Present</b>
<b>Dr Watts</b>	<b>DrMW</b>	<b>Present to Agenda Item 5-6</b>
<b>Rebecca Macklin</b>	<b>RMa</b>	<b>DHC ‘Comms’ person</b>

Item	Subject								
1.	<b>WELCOME AND APOLOGIES</b>								
1.1	<b>MS</b> welcomed those present noted apologies								
1.2	He welcomed Dr Watts who came to the meeting prior to his afternoon surgery and had to leave between Agenda Items 5 and 6.								
2.	<b>DHC PARTNER COMMENT</b>								
2.1	Dr Watts updatef his work with the WAM GP Federation..								
3.	<b>IMPROVED DHC PATIENT EXPERIENCE</b>								
3.1	<p>APPOINTMENTS:</p> <p>Maryrose advised:</p> <table border="1" data-bbox="325 786 1217 974"> <tbody> <tr> <td data-bbox="325 786 402 846">1</td> <td data-bbox="402 786 1217 846">The new appointment system appears to be working well.</td> </tr> <tr> <td data-bbox="325 846 402 907">5</td> <td data-bbox="402 846 1217 907">At the moment the practice has no Registrars.</td> </tr> <tr> <td data-bbox="325 907 402 974">6.</td> <td data-bbox="402 907 1217 974">On balance it was felt the system was working well.</td> </tr> </tbody> </table>	1	The new appointment system appears to be working well.	5	At the moment the practice has no Registrars.	6.	On balance it was felt the system was working well.		
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6.	On balance it was felt the system was working well.								
3.2	<p><b>FRIENDS AND FAMILY REPORT</b></p> <p><b>The</b> report indicated a slightly better situation than last time.</p>								
3.3	<p><b>RECEPTIONIST NAME BADGES</b></p> <table border="1" data-bbox="325 1211 1217 1444"> <tbody> <tr> <td data-bbox="325 1211 402 1350">1.</td> <td data-bbox="402 1211 1217 1350"><b>MrS</b> advised that receptionist were now wearing name badges on lanyards. It was easy to see the name should patients ask.</td> </tr> <tr> <td data-bbox="325 1350 402 1444">2.</td> <td data-bbox="402 1350 1217 1444">Some receptionists were announcing their names when phone was answered.</td> </tr> </tbody> </table>	1.	<b>MrS</b> advised that receptionist were now wearing name badges on lanyards. It was easy to see the name should patients ask.	2.	Some receptionists were announcing their names when phone was answered.				
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2.	Some receptionists were announcing their names when phone was answered.								
3.4	<p><b>PPG SURVEY</b></p> <p>The final iteration of the survey had been circulated, was agreed and would be distributed week commencing 18 September.</p>								
3.5	<p><b>DNA 'No Shows'</b></p> <table border="1" data-bbox="325 1697 1217 2031"> <tbody> <tr> <td data-bbox="325 1697 402 1937">2.</td> <td data-bbox="402 1697 1217 1937"> <p>There had been</p> <table border="1" data-bbox="416 1758 1203 1877"> <tbody> <tr> <td data-bbox="416 1758 478 1809">a.</td> <td data-bbox="478 1758 1203 1809">88 Doctors appointments missed.</td> </tr> <tr> <td data-bbox="416 1809 478 1877">b.</td> <td data-bbox="478 1809 1203 1877">63 Nurses appointments missed.</td> </tr> </tbody> </table> </td> </tr> <tr> <td data-bbox="325 1937 402 2031">3</td> <td data-bbox="402 1937 1217 2031"><b>MW</b> commented that this was eight and a half sessions which was a travesty and costly.</td> </tr> </tbody> </table>	2.	<p>There had been</p> <table border="1" data-bbox="416 1758 1203 1877"> <tbody> <tr> <td data-bbox="416 1758 478 1809">a.</td> <td data-bbox="478 1758 1203 1809">88 Doctors appointments missed.</td> </tr> <tr> <td data-bbox="416 1809 478 1877">b.</td> <td data-bbox="478 1809 1203 1877">63 Nurses appointments missed.</td> </tr> </tbody> </table>	a.	88 Doctors appointments missed.	b.	63 Nurses appointments missed.	3	<b>MW</b> commented that this was eight and a half sessions which was a travesty and costly.
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3.6	<p><b>DELAY IN FILLING PRESCRIPTIONS BOTH ON ON-LINE AND FROM THE PHARMACY</b></p> <p>There had been minor problem ordering prescriptions. On 'on-line' appears need some fine tuning. <b>MrS</b> undertook to look into the situation.</p>
3.7	<p><b>EAT FOR HEALTH PROGRAMME PLUS HEALTH COACHES FOR DIABETES AND HEART DISEASE</b></p> <p><b>MrS</b> advised that there will be a programmes of delivery in the Surgery.</p>
4.	<p><b>IN HOUSE HEALTH EVENINGS</b></p>
4.1	<p>Having cancelled the earlier Falls in House clinic earlier in the year the meeting it was agreed we would hold a further Falls Event.</p>
4.1.1	<p>Preliminary discussion took place on what should be the subject for the main educational evening in June 2018. <b>A</b>suggested that we might consider promoting the services that are available for the elderly, frail and those in care. <b>Dr MW</b> would make some suggestions. It will be an Agenda Item in January.</p>
5.	<p><b>HEALTH CONNECT – (Working Paper previously circulated)</b></p> <p>This is just one of the working groups covering the NHS Sustainability Programme (STP). It is also known as "Share your Care". Huge amount of work is being covered to enable all health providers having patients file readily available in case of emergency.</p>
6	<p><b>DISEMINATION OF CCG INFORMATION</b></p> <p>Covered a little in the previous item but it is difficult for a lay person to put it all together. Start to cover in October Newsletter</p>
7.	<p><b>WAM-CCG-NETWORKING MEETINGS</b></p> <p>Introduced by the WAM CCG to network which were then 22 practices. Now down to 17. Greeted with some suspicion at the time. The current position is that for a trial period of six months MS will chair the WAM-PPG-Network Group (WPNG). The next meeting of the group is 29 September, 2017</p>
8.	<p><b>OCTOBER NEWSLETTER</b></p> <p>The final iteration had been circulated and with a very few minor adjustments MS arranged for it to be circulated with Rebecca's assistance on Friday 15 September.</p>
9	<p><b>NAPP NEWSLETTER</b></p> <p>Had been circulated and there were no further comments.</p>
10.	<p><b>ELECTION OF VICE/DEPUTY CHAIR</b></p> <p>With no current members wishing to take the position MS returned to his view that was that we needed to change emphasise of this group. <b>PJ</b> would be meet with Michael outside the meeting to seek a way forward</p>
11.	<p><b>NOTES AND MINUTES OF LAST MEETING</b></p>

	Having been circulated shortly after the last meeting and the minutes on the web page the meeting confirmed appertence of these papers as a true record.				
12	<p><b>ANY OTHER BUSINESS</b></p> <table border="1"> <tr> <td>1.</td> <td>MrS asked advised that we were able to obtain new high backed chairs and the meeting's comments were positive</td> </tr> <tr> <td>2</td> <td>MP again commented that the music in waiting room was disturbing. There was wide agreement from the meeting. It will be attended to.</td> </tr> </table>	1.	MrS asked advised that we were able to obtain new high backed chairs and the meeting's comments were positive	2	MP again commented that the music in waiting room was disturbing. There was wide agreement from the meeting. It will be attended to.
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13	The meeting concluded at 1455 and the date of the next meeting was set as Thursday 9th November at 13:30 at DHC.				

**MS/PJ – 20 SEPTEMBER, 2017/MS 21 September, 2017/10 Oct, 2017**