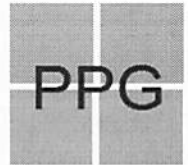


MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING

**Datchet Health Centre
22 January 2014**



Michael Shefras - Chair	MSh	Present
Jayne Crampton (Honorary Secretary)	JC	Present
Ernie Addicott	EA	Present
Martin Chan (Partner)	MC	Present
Pam Curry	PC	Present
Suresh Gogna	SG	Present
Karen Holmes (Practice Manager)	KH	Present
Bill Joy	BJ	Present
Anita Kapur	AK	Present
Rowena Mignot	RM	Present
Sandeep Sharma	SS	Apologies
Mark Smithers	Msm	Not Present
Vivien Walton	VW	Present

1. WELCOME –Chair.

MSh welcomed members to his first meeting as Chair. (His election was conducted by email among PPG members following BJ's resignation in December)

2. Appreciation, William (Bill) Joy

MSh thanked BJ for his work as Chair, in particular the updating of the Terms of Reference and Aim and Objectives documents. KH added her thanks on behalf of the Practice. BJ said he thought, in the spirit of the new TORs, it was time to move aside,

3. Karen Holmes

KH informed the Group she would be leaving at the end of March after nine years as Practice Manager

4. Notice Board

The Practice has agreed to re-siting the PPG Notice board in Reception and having a new one in the first floor waiting area. The boards will include the message "PPG IS SET UP TO REPRESENT THE INTERESTS OF THE PATIENTS OF THE DATCHET HEALTH CENTRE. THROUGH THE PPG NEWSLETTER THEY ENDEAVOUR TO MAKE CONTACT WITH AS MANY PATIENTS AS THEY CAN. BY REGISTERING YOUR EMAIL AT RECEPTION YOU WILL AUTOMATICALLY GET THE NEWSLETTER AND OTHER COMMUNICATIONS FROM TIME TO TIME".

PC remains responsible for the photos of PPG members.

5. Friends of Datchet Health Centre (FoDHC) and PPG working arrangements

MSh said that after discussions with the Senior Partner and Practice Manager, he felt the PPG had no need to open a bank account and appoint a treasurer to manage its own funds.. FoDHC would continue to support the PPG in the way it has done in the past. BJ said he thought this was a mistake, but a majority of those present accepted MSh's decision.

It was agreed MSh would ask FoDHC to provide a float of £50 for secretarial material and postage

6. Health Education Evening

It was agreed that these events would, in future, be held in June instead of April to take advantage of the lighter and warmer evenings and to avoid a clash between late stages of planning and work for the end of the financial year.

It was further agreed that the topic of the meeting would be the new NHS and its impact upon patients. PC emphasise the importance of care in the community and the Joint Health & Wellbeing Strategy.

MSh would discuss possible speakers with the Practice and check on the availability of Wraysbury Village Hall.

7. Survey Outcomes and Practice Action Plan

KH reported that 900 surveys had been sent electronically to Patient Reference Group (PRG) members and 215 had responded. Further hard copy responses could be expected from forms picked up at Reception.

A Working Group (AK, RM, BJ,EA, MSh and SG) was set up to consider the outcomes and to draft an Action Plan for the Practice. MSh said he would lead it.

8. Appointments

KH reported that there are now 13 more GP sessions per week. Booking appointments up to two weeks ahead is now possible. She will write an article on appointments for the next edition of the quarterly newsletter.

9. Newsletter

MSh will edit the Newsletter as well as occupying the Chair. He produced a draft in a new format. He believed the previous version had too much detail which made it less likely to be read. He hoped all members would contribute to future newsletters

10. Minutes of last meeting on 4 December 2013

BJ commented that he had learned that a recent change in the computer recording system over-estimates Did Not Arrive (DNA) figures because the program requires patients who attend clinics to be booked in twice, once by Reception and again by the Clinician. The second bookings-in are generally not done. KH added that telephone consultations and home visits are similarly not recorded and also appear as DNAs

11. Date of next meetings

PPG	Wednesday 12 March 2014 @ 13:30 in DHC Meeting Room.
Working Group	Thursday 13 February 2014 @ 13:30 in a spare DHC room.