



## Patient Participation Group, Datchet Health Centre

**MINUTES OF THE  
PATIENT PARTICIPATION GROUP MEETING  
HELD ON THURSDAY AT 13:30PM - 8<sup>th</sup> MARCH 2018, 2018  
HELD AT DATCHET HEALTH CENTRE**

**Chair: Michael Shefras**

### Present and Apologies

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

Maryrose Simpson		Apologies
Dr Watts	Dr MW	Apologies
Rebecca Macklin	RMr	Present
Rim Kennou	RK	Present

Item	Subject	Action										
1.	<b>WELCOME AND APOLOGIES</b>											
1.1	Dr Watts and Maryrose had apologised they being at a CCG meeting.											
1.2	Rim <b>Kennou</b> (Assistant Practice Manager) and Rebecca Macklin represented the practice											
2.	<b>ACTION PLAN FROM 2017 SURVEY - COMMENTS FROM PPG MEMBERS</b>											
2.1	The meeting discussed the 2018 Action Plan that had been described in the DHD PPG Supplementary Newsletter distributed in February.											
2.2	<p>Actions were agreed to deliver the action plan from the five actions listed.</p> <table border="1" data-bbox="336 712 1230 1256"> <tbody> <tr> <td data-bbox="336 712 400 846">1.</td> <td data-bbox="400 712 1230 846">Discuss through the Windsor and Maidenhead PPG Network Group (WPNG) the provision of full Phlebotomy Service in DHC.</td> </tr> <tr> <td data-bbox="336 846 400 952">2.</td> <td data-bbox="400 846 1230 952">Investigate what official and voluntary services are available to patients living in Wraysbury who are infirm or not mobile</td> </tr> <tr> <td data-bbox="336 952 400 1057">3.</td> <td data-bbox="400 952 1230 1057">Work with the practice to improve the appointment reservation systems. Rim and Rebecca advised:</td> </tr> <tr> <td data-bbox="336 1057 400 1162">4.</td> <td data-bbox="400 1057 1230 1162">With the result of the background music questionnaire work with the practice to provide what patients are suggesting</td> </tr> <tr> <td data-bbox="336 1162 400 1256">5.</td> <td data-bbox="400 1162 1230 1256">Work through all the comments covered in the boxes in this update.</td> </tr> </tbody> </table>	1.	Discuss through the Windsor and Maidenhead PPG Network Group (WPNG) the provision of full Phlebotomy Service in DHC.	2.	Investigate what official and voluntary services are available to patients living in Wraysbury who are infirm or not mobile	3.	Work with the practice to improve the appointment reservation systems. Rim and Rebecca advised:	4.	With the result of the background music questionnaire work with the practice to provide what patients are suggesting	5.	Work through all the comments covered in the boxes in this update.	
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3.	<b>PRACTICE MANAGER REPORT</b>											
3.1	<b>Covered above</b>											
4.	<b>EDUCATIONAL HEALTH EVENINGS</b>											
4.1	Patricia advised The Wraysbury Hall has been reserved for the the Ageing Well health evening on 14 <sup>th</sup> June was going well. Rowena and Suresh kindly offered to help with refreshments. She is working with Dr Watts and Rebecca organising speakers. Publicity will commence in the March Newsletter.											
5.	<b>IN HOUSE FALLS EVENING</b>											
5.1	Margaret is organising the "In House Falls" event on 11 <sup>th</sup> April from 2pm until 4pm											
5.2	Margaret with Michael met with Jesal Dhokia from W&M Social Services who would be working up the event with Margaret. Anticipated that between 20 – 25 patients and carers could be accommodated. Margaret would organise publicity and let MS have it for											

	publication in News Letter	
6.	<b>SUSTAINABLE PPG INTO THE FUTURE</b>	
6.1	Notes of the meeting held on 13 February the meeting proposed the way forward for the DHC PPG to deliver sustainability into future years. Meeting agreed to change the way the PPG works and advise patients accordingly	
7.	<b>REPORT ON WPNG MEETING HELD ON 8 DECEMBER, 2018</b>	
7.1	MS worked through the report on WPNG meeting held on 15 February which had been circulated. Romola represents DHC at these meetings but in her absence MS commented. The meeting considered the report.	
7.2	The notes of the Healthwatch meeting held on 6 March were Used properly PPG's could be the conduit to move this information to the patients.considered. MS had not been very impressed with the presentation.	
8.	<b>MARCH NEWSLETTER SUBJECTS</b>	
8.1	David Simpson had volunteered to deliver the next newsletter. Newsletter. Subjects to be reported were listed	
9.	<b>OTHER ITEMS FROM PPG COMMITTEE MEMBERS</b>	
9.1	There was nothing more.	
10.	<b>Date of next meeting Thursday 10<sup>th</sup> May 1:30pm at DHC.</b>	

**MEETING CONCLUDED 1500**

MS- 11 March, 2018