



MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING

Datchet Health Centre 8 September 2014

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

1. Minutes of last meeting

The Notes for the last meeting, held on 11 June 2014, were approved

The Minutes based on those notes were also approved after correction of a spelling error. MSh asked JP to post them on the DHC website.

There were no matters arising that were not covered by the agenda.

2. DHC Action Plan

JP reported that implementation of the current plan was almost complete.

He asked for clarification of the requirement for an induction loop for hearing aid users in reception and the waiting areas. EA explained that the present loop covers only the Reception counter, whereas additional cover is needed throughout the two waiting areas to help hear the tannoy announcements

3. Health Education Evening

MSh said 20 survey forms had been returned from the audience of about 60 people. General satisfaction was expressed together with some practical suggestions for improvements, particularly regarding the clarity of the visual presentations.

It was agreed that the next event would cover a single health issue.

4. Patient survey 2015

MSh suggested that more patients might complete the survey if it contained fewer questions, say 10 to 12. BJ doubted a useful survey could be contained in far fewer questions and said it was good practice to avoid major changes in surveys that are conducted regularly to maintain the possibility of recognising trends.

JP said that the Government and NHS wanted all GP practices to survey their patients with Friend and Families Test, using the mandatory question "Would you recommend this Practice to your Friends and Family". Members pointed out that if

their friends and family lived elsewhere, the only true answer would be "No" but that could then reflect unfairly on the Practice. Also, for friends and family living in the practice area, the question was pointless because there is no other choice JP undertook to refer the topic back to the consultants.

MSh requested members to look at the 2014 survey questions again and to propose amendments for next year by the end of September. He said he would prepare a draft survey with JP and present it to the next PPG meeting for further discussion.

5. Terms of Reference.

MSh said he felt the present PPG, which was in effect self appointed, should be more democratic and elected by patients. He felt the current ToRs should be amended to permit this change. BJ said the ToRs, agreed by the PPG in September 2013 after several months' discussion, already covered the possibility of holding AGMs and elections. After further discussion, BJ proposed, with AK seconding, that any thoughts of amending the TORs should not be addressed for a year. It was carried unanimously.

6. September Newsletter

MSh produced an initial draft for discussion. He asked all members who had anything to contribute to pass them to him by 13 September

7. NHS matters

MSh introduced a document on GP Out of Hours in Slough and Windsor that has been sent to the PPG but Datchet, Horton and Wraysbury were not mentioned. He said he and JP would try to discover whether or not it applied to DHC patients..

MSh said he had received a letter from a patient complaining about the time spent in telephoning to receive test results. The letter was read to members. MSh said he would reply privately in consultation with JP.

MSh announced the next PPG Network meeting will be on 14 October. He said PC is now the PPG formal representative at these meetings in place of SS who no longer attends. He said he planned to attend also. He asked other members who planned to attend to inform him beforehand.

The WAM Healthwatch AGM and the WAM CCG AGM will be held on 17 and 19 e September respectively. MSh and BJ have registered to attend both.

8. Any other business

JC asked BJ if he had yet attended a Friends of DHC Trustees meeting. BJ replied that no meeting had been held since October 2013, when he was appointed.

JP sought approval to invite some of the Runnymede PPG (at their request) to one of our meetings. It was granted.

AK observed the absence of SS and MSm. She requested the meeting time, which had been changed to one thought to be more suitable for them, should revert to 1pm on Wednesdays. This was agreed by all present

9. Date of next meeting(s)

Wednesday 5 November 2014 at 13:00 in the DHC meeting room.