

## MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING

**18 September 2013**  
**Datchet Health Centre**  
**Chair: Bill Joy**

### **Present**

Suresh Gogna, Rowena Hoad, Michael Shefras, Vivien Walton.  
 Ernie Addicott was also present as a prospective member.

### **1. Apologies for absence.**

Martin Chan (Partner), Jayne Crampton (Minutes Secretary), Pam Curry,  
 Karen Holmes (Practice Manager), Anita Kapur, Mark Smithers, Sandeep Sharma.

Bill noted that if the new Terms of Reference, now in draft, had been approved, those present would not comprise a quorum.

Rowena volunteered to take notes in view of Jayne's absence

### **2. Minutes of last meeting held on 31 July 2013.**

#### **a) Accuracy and corrections.**

Suresh said that Anita was not a member of the Sub Group organising the Health Education Evening (HEE). Otherwise, it was agreed the minutes were an accurate record.

#### **b) Actions and matters arising not included in the agenda.**

1. Martin was unable, because of other commitments, to produce the item on PSA and prostate cancer in time for the newsletter. It will be included in the next issue.
2. Bill's action to ask Karen about progress in the provision of high seat chairs in the waiting areas was partly overtaken by events. The Partners have provided one chair in the lower waiting area out of Practice funds. Members asked Bill to enquire about the prospects of having a second chair upstairs. **Action: Bill to ask Karen.**
3. The Phlebotomy documents were re-sent to all members

### **3. PPG Network Meetings**

Bill referred to the CQC report on its inspection of Wexham Park Hospital. (A copy was sent to all members by email attachment). He said he had intended to ask Sandeep to enquire about any further information at the meeting on 8 October – if he planned to attend. **Action: Bill will raise this point with Sandeep, by email**

### **4. Action Plan – Progress Report.**

Karen had sent Bill an update by email, copies were distributed at the meeting.

#### **a) Appointments System improvements**

1. Two new salaried GPs were appointed 1st May/June
2. Patients can now book GP appointments up to two weeks ahead
3. The division between pre-bookable and same-day appointments is now 50/50

#### **b) Follow-up after blood and other tests.**

The Practice management and clinicians are discussing how to improve the service to patients. At present the onus is on patients to obtain and act upon the results

#### **c) Waiting times.** The Partners are mindful of the inconvenience caused to patients by seeing the GP or nurse later than the appointment time. Generally the delays are the result of clinical needs, but the late arrival of some patients is also a contributory factor.

**d) Staff Location board for Waiting Room.**

This item is still pending. Now that the number of GPs exceeds the number of consulting rooms, not all doctors can have exclusive use of a particular room. The board is required to show the consulting rooms in which the GPs are currently seeing patients.

**5. Health Education Evening.**

**Sub Group progress report (Pam, Vivien, Suresh & Karen).**

Suresh reported that all necessary arrangements were complete or in hand. She said the sub group was grateful for the help being provided by a former PPG member, Anthea Christie.

**6. PPG Procedures.**

The special meeting to consider the papers on PPG procedures was held on 16 September. The discussions were useful. All agreed that the content of the original draft and Bill's "paraphrase" was correct, but the style was too rigid. It was agreed that two documents were needed, Aims and Objectives of the PPG and Terms of reference. Bill has agreed to provide drafts by 1 October, in time for showing to patients at the HEE.

At Michael's request, Bill agreed to accept comments and suggestions up to the evening of 21 September

**7. PPG nominee for Trustee of The Friends of Datchet Health Centre.**

After an initial ballot during August and a second ballot from 1 to 17 September, the final result was Bill Joy 7 votes and Rowena Hoad 4 votes. One member abstained.

The Trustees of the charity have been informed. Their next meeting is on 27 September.

Bill reminded members that the ballot was for a nominee, not an appointment.

**8. December Newsletter (post meeting note)**

Proposed items are:-

Martin's item on PSA and Prostate problems (paragraph 2 b 1 above)

Waiting times and late arrivals, Karen

Practice policy on Zero Tolerance, Karen

Follow up, Karen

**Action: All to think about and suggest new items, even if others will have to write them.**

**9. CQC report on Wexham Park Hospital**

PPG discussion of this item was requested by Mark. All agreed that the report made depressing reading. Several members said that in their, and their families', experience, the treatments and the attitude of clinical, nursing and ancillary staff had been excellent. It was further agreed that discussion should be deferred until information about the hospital's response was available.

**10 CQC document on its relationship with PPGs**

This document, distributed by email to all members, explains how PPGs can assist the CQC including during inspections of GP practices. It requests that one or two PPG members should be nominated to be available at 48 hours notice for interview by CQC staff. It also suggests PPGs could inform the CQC about any concerns they may have about their Practice.

Bill said he had read the document carefully and was rather confused by some parts. For example, it mentions that profiles of GP practices can be found on its website. The profile for DHC, and other Practices, states that one of the services provided is Diagnostic and/or Screening Services. He said that in his understanding of the words used, this work is performed in the hospitals at the request of, but not by, the GPs. It was agreed to note the report and do nothing else for the time being.

**11. Any other business.**

**a)** Vivien requested that the PPG notice board be updated. Four new photographs need to be added. **Action: Karen**

**b)** Suresh mentioned, for the information of members, an error in appointment booking experienced by a relative. The reminder card, written by the receptionist, carried a date different from the actual appointment so the patient arrived on the wrong day. She was distressed both by the attitude of the receptionist and the delay in seeing her doctor.

**c)** Bill said he is grateful for the logistical support the Practice provides to the PPG, such as printing hard copies of the newsletter and mass emailing it to the PRG members. He expressed concern about the workload on the staff which, for completely understandable reasons, had delayed the publication of the June and September newsletters by about two weeks. He said he was looking for a free or low cost bulk emailer that he could install on his PC so he could, in principle, remove much of this load from the Practice.

Post meeting note: The office of the Information Commissioner says a PPG member may hold the email addresses, and the names too, of patients provided they give permission. Karen has agreed to ask the PRG members if they would consent.

**d)** Bill apologised for the year error in the heading of the September newsletter

**e)** Those present agreed unanimously to accept Ernie Addicott as a member of the PPG.

**10. Date(s) of next meeting(s)** – 4 December; 5 or 12 February 2014?

**Bill Joy, Chair.**

**20 September 2013**