

MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING

31st July 2013
Datchet Health Centre
Chair: Bill Joy

Present

Martin Chan (Partner), Pam Curry, Suresh Gogna, Anita Kapur, Vivien Walton, Jayne Crampton (minutes secretary). Michael Shefras was also present as a prospective member.

1. Apologies for absence.

Mark Smithers, Rowena Hoad and Sandeep Sharma.

Karen Holmes (Practice Manager) – Not present.

2. Minutes of last meeting held on 12th June 2013.

a) Accuracy and corrections. It was agreed the minutes were an accurate record.

b) Actions and matters arising.

Items not covered in the agenda. Bill reported back on CCG Governing Body meeting arrangements. Currently they have fixed the dates but the locations and times are to be confirmed. There will be a WAM (Windsor, Ascot & Maidenhead) CCG public meeting on Weds 7th August at All Saints Church Hall, London Road, Ascot SL5 8DQ starting at 2pm. He had also distributed the PPG Network meeting notes/minutes by email. Jayne had agreed to find out how to book a double appointment on the DHC website. She received the following advice.

“Only patients registered to use EmisAccess can book on line. If they require a double appointment with a GP they need to book 2 consecutive appointments. Emis only allows patients to have up to 3 appointments at any time- this is to stop people from block booking appointments 'in case' they need them. Most Practice Nurse appointments are not available to book in this way because patients need guidance about the length of appointments and which nurse to book depending on what they need done. This is because the nurses don't all have the same skill mix. For this reason we have only put Warfarin clinic and Phlebotomy clinic appointments on Emis Access, however patients can book up to one month in advance for Practice Nurses.”

3. PPG Network Meetings – Phlebotomy Services.

Bill reminded members that he had sent them, on 11th July, an account of the CCG meeting held on 10th July, to which PPG network representatives were invited, together with a copy of his presentation to the meeting. Only five PPGs were represented because of the short notice given. He said the CCG seemed to have grasped the importance to patients of this issue and seemed bent on ensuring that phlebotomy services should be routinely available in the near future at all WAM GP practices. **Action:** Bill agreed to re-send the report and presentation to all members because it transpired that not everyone had received the original.

4. Action Plan – Progress Report.

Bill said that as Karen was not present this item would be deferred until the next meeting.

5. Health Education Evening.

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

Pam reported she had contacted the Senior Community Pharmacist who was willing to speak if invited. She is a strong supporter of the suggestion that patients should seek to use the services that pharmacists can provide and so reduce the load on GP practices. Several members commented that pharmacists charge for services that are provided free by the NHS, and some questioned the quality and accuracy of e.g. cholesterol tests. Present plans include inviting the Senior Community Pharmacist to speak and inviting various organisations to set up information stalls (Age UK,

Crossroads [now merged with CarersTrust], and British Heart Foundation so far). A collection will be taken for Carers Trust. It is possible that other charities will have collecting boxes on their stalls. Martin, who will chair the meeting, suggested that one of the practice nurses should be invited to speak. Suresh thought a dietician should be invited to speak. Concern was expressed about the possibility that people attending a football event on the recreation ground might occupy much of the parking. Pam said Karen planned to check whether there would be a problem.

6. PPG Procedures.

Bill said he had intended to begin discussion of Sandeep's draft and his own "paraphrase" but there seemed to be no point as Sandeep was unavoidably absent. It was decided to hold a special meeting for this purpose only. **Action: Bill to email members towards the end of August for their available dates in September, and to consult Karen on the availability of a meeting room.**

7. Men's Health. Vivien said she was concerned that men are not looked after as well as women in terms of health, they do not seem to have available similar services and she was very pleased to see an item in the last newsletter on Testicular problems. She asked Martin if it was possible to have a "Well Man" Clinic for a specified age range. Martin said he was happy to write a piece for the newsletter but there are no government guidelines for male clinics and there is so much uncertainty about PSA blood tests (a specific blood test for Prostate problems not only for cancer) he thought the new NHS health checks should give men a chance to mention any of their concerns. All agreed that Men's Health should be our topic for the 2014 Health Education Evening. **Action: Martin to write, by 31 August, an article on PSA and Prostate problems for our September newsletter.**

8. September Newsletter

Proposed items are:-

Martin's item on PSA and Prostate problems (paragraph 7 above)

Health Education Evening by the Sub Group.

Flu vaccines Karen and/or Martin

News item about 111 Bill

Phlebotomy update Bill

9. Any other business.

a) Friends of DHC, PPG nominee. Bill urged members to cast their single vote during August. Only votes cast during that month will be counted.

b) Patient reps to CCG meetings. Bill is still waiting for a statement about the kind of patient experiences and capabilities required.

c) There was general agreement that high seated chairs are a necessity to some patients and a great convenience to many more. Bill undertook to request the practice, through Karen, to provide at least one in both waiting areas. **Action: Bill to email Karen.**

d) Those present agreed unanimously to accept Michael Shefras as a member of the PPG.

10. Date(s) of next meeting(s) – 18th September @ 1.30pm , 6th November ?

**Jayne Crampton, Minutes Secretary – 7th August 2013
Sent out on 11th August 2013.**