

MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING

Datchet Health Centre 4 March 2015

Anita Kapur	AK	Apologies
Bill Joy	BJ	Present
Ernie Addicott	EA	Present
Jayne Crampton (Honorary Secretary)	JC	Present
Graham Box (Practice Manager)	GB	Present
Michael Shefras MBE - Chair	MS	Present
<u>Dr Mick Watts (Partner)</u>	MW	Apologies
Dr Ruth Ferguson (Partner)	RF	Present
Pam Curry	PC	Present
Rowena Mignot	RM	Present
Sandeep Sharma	SS	Not present
Suresh Gogna	SG	Apologies
Vivien Walton	VW	Present
Margaret Pickering (visitor)	MP	Present

MS welcomed Ruth Ferguson who was standing in for Mick Watts. He then introduced Margaret Pickering who was attending as a prospective new member.

1. Minutes of last meeting

The Notes for the last meeting, held on 14 January 2015, were approved. The Minutes based on those notes were then approved after minor amendments.

2. Patient Survey 2015

MS reported that, following the Working Group meeting, he and GB had drafted an Action Plan for consideration by the partners. (Post meeting note:- The draft plan was accepted and will be followed during 2015/16. Summary details were published in the PPG Newsletter for March 2015.)

It was agreed the title should become Annual Survey and include a date. Also that placing the hard copies in Reception on 12 January was far too late and that greater efforts should be made to reach patients who have not joined the Patient Reference Group (PRG). MS suggested every patient visiting for an appointment, not already a member of the PRG, should be offered a joining form. **ACTION MS and GB to discuss.**

There was considerable discussion about how improvements could be made in the appointments system, the telephone system and the manner in which some receptionists deal with requests for appointments.

It was noted that GP practices are no longer required to have an annual survey of patient satisfaction. The emphasis now is on the Friends and Family test. Agreed that PPG will continue with the annual survey as it was a good discipline.

3. Health Education Evening

It was confirmed that the meeting will be on Dementia and held in the Datchet Village Hall on Tuesday 16 June 2015 . Also that provision of PA has been arranged.

Several valuable points of guidance emerged from a wide ranging discussion.

ACTIONS Meeting arrangements - publicity, booking speakers etc are to be completed by MS, MW GB and RC(Rebecca Macklin)

4. Practice Report

GB reported recent changes.

The Advanced Nurse Practitioner will take up her post in April.

A new Practice Nurse, Angela Ghaja Biamilia will be joining DHC shortly.

Dr Helen Beardsell will join DHC to work four sessions per week; and be the practice diabetes specialist. **ACTION GB to add details to Newsletter.**

5. Newsletter

GB agreed to add details of the new nurses and a comment on the Friends and Family test to the March issue.

MS agreed to a suggestion by BJ that he should amend his item "As the Chair sees it" in the interests of accuracy. **ACTION MS**

6. Any other business.

MP, in reply to MS, said she had found the meeting most interesting and wished to join the PPG. The members present agreed unanimously to her membership.

After some discussion, MS agreed to write to SS about his membership

7. Date of next meeting

Wednesday 20 May 2015 at 13:30 in the DHC meeting room.

BJ 8/4/15
MS 8 April, 2015