



## Patient Participation Group, Datchet Health Centre

**MINUTES OF THE  
PATIENT PARTICIPATION GROUP MEETING  
HELD ON TUESDAY AT 13:30PM - 23rd NOVEMBER 2017  
HELD AT DATCHET HEALTH CENTRE**

**Chair: Michael Shefras**

### Present and Apologies

<b>Michael Shefras MBE - Chair</b>	<b>MS</b>	<b>Present</b>
<b>Patricia James – Honorary Secretary</b>	<b>PJ</b>	<b>Present</b>
<b>Anita Kapur</b>	<b>AK</b>	<b>Present</b>
<b>Jayne Crampton (Honorary Secretary)</b>		<b>Not Present</b>
<b>Pamela Curry</b>		<b>Not Present</b>
<b>Helen Jenkins</b>	<b>HJ</b>	<b>Present</b>
<b>Rowena Mignot</b>	<b>RM</b>	<b>Present</b>
<b>Suresh Gogna</b>	<b>SG</b>	<b>Present</b>
<b>Vivien Walton</b>	<b>VW</b>	<b>Present</b>
<b>Margaret Holmes Pickering</b>	<b>MHP</b>	<b>Present</b>
<b>Romola Ganguli</b>	<b>RG</b>	<b>Present</b>
<b>Elisabeth Hattersley</b>	<b>EH</b>	<b>Present</b>

<b>Maryrose Simpson (To Item 9)</b>	<b>MrS</b>	<b>Present from Agenda Item 8</b>
<b>Dr Watts</b>	<b>DrMW</b>	<b>Present to Agenda Item 5 1420</b>
<b>Rebecca Macklin</b>		<b>Apologies</b>

<b>Rim Kennou</b>	<b>RK</b>	<b>Present</b>
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<b>Item</b>	<b>Subject</b>	<b>Action</b>						
1.	<b>WELCOME AND APOLOGIES</b>							
1.1	<b>MS</b> welcomed members present welcoming David Simpson who had been interviewed by MS and PJ and who would join the PPG Committee							
1.2	Dr Watts attended the meeting prior to his afternoon surgery and had to leaving at 1430.							
2/3	<b>HEALTH CONNECT TOGETHER WITH COMMUNITY PARTNERSHIP</b>							
2/3.1	Working papers had been previously circulated.							
2/3.2	Dr Watts explained how primary care was expected to change in future years <table border="1" data-bbox="344 860 1219 1146"> <tr> <td>a.</td> <td>Over the next few years GPs will be retiring.</td> </tr> <tr> <td>b.</td> <td>There is already a shortage of GPs and it is getting harder salaried doctors.</td> </tr> <tr> <td>c.</td> <td>DHC has a hard core of Locum doctors who are happy to work on their own terms but would not take a permanent position,</td> </tr> </table>	a.	Over the next few years GPs will be retiring.	b.	There is already a shortage of GPs and it is getting harder salaried doctors.	c.	DHC has a hard core of Locum doctors who are happy to work on their own terms but would not take a permanent position,	
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4.	<b>DR WATTS REPORT</b> <table border="1" data-bbox="339 1252 1219 1585"> <tr> <td>1.</td> <td>Windsor CCG has now merged with Slough and Bracknell and there are working together to improve services.</td> </tr> <tr> <td>2</td> <td>He had explained at a previous meeting the new federation of Doctors in the Windsor and Maidenhead area.</td> </tr> <tr> <td>4.</td> <td>What is being proposed will aid the elderly and frail. With the new local Hub it will aid prevention of them going into hospital.</td> </tr> </table>	1.	Windsor CCG has now merged with Slough and Bracknell and there are working together to improve services.	2	He had explained at a previous meeting the new federation of Doctors in the Windsor and Maidenhead area.	4.	What is being proposed will aid the elderly and frail. With the new local Hub it will aid prevention of them going into hospital.	<b>Copy Dr Watts' paper to DHC PPG</b>
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5.	<b>REPORT ON SURVEY</b>							
5.1	<b>MS</b> reported on the results of the survey. <table border="1" data-bbox="344 1765 1200 1872"> <tr> <td>3.</td> <td>Members would the analyse the comments and e-mail work to <b>MS</b> by 15th Dec 2017.</td> </tr> </table>	3.	Members would the analyse the comments and e-mail work to <b>MS</b> by 15th Dec 2017.	<b>MS would send information to PPG members in Dec NewsL</b>				
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6.	<b>IMPROVING DHC PATIENTS EXPERIENCE</b>							

6.1	APPOINTMENTS – Members reported on how new system is settling in.																
6.2	Dr Watts explained that 111 service had been re-modelled and was now providing another very valuable service. <table border="1" data-bbox="344 342 1198 400"> <tr> <td>1.</td> <td>111 was probably taking 30% of the out of hours calls.</td> </tr> </table>	1.	111 was probably taking 30% of the out of hours calls.														
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6.4	MS noted that the ticket machine suggested by PPG is now being used by receptionists.																
6.5	FRIENDS AND FAMILY <table border="1" data-bbox="344 629 933 840"> <tr> <td>1.</td> <td>Extremely Likely</td> <td>116</td> </tr> <tr> <td>2.</td> <td>Likely</td> <td>68</td> </tr> <tr> <td>3.</td> <td>Neither Likely or Unlikely</td> <td>11</td> </tr> <tr> <td>4.</td> <td>Unlikely</td> <td>5</td> </tr> <tr> <td>5.</td> <td>Extremely unlikely</td> <td>5</td> </tr> </table>	1.	Extremely Likely	116	2.	Likely	68	3.	Neither Likely or Unlikely	11	4.	Unlikely	5	5.	Extremely unlikely	5	
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7.	<b>IN HOUSE FALLS EVENING</b> MS reported that he had difficulty in now finding the appropriate officer in Windsor and Maidenhead Council who was not responsible of organising these events. <table border="1" data-bbox="344 1048 1217 1279"> <tr> <td>1.</td> <td>Members agreed that the in house falls evening would go ahead</td> </tr> <tr> <td>2.</td> <td>Suggested it be February, 2018</td> </tr> <tr> <td>3.</td> <td><b>MS</b> will liaise with RBWM and will confirm date.</td> </tr> <tr> <td>4.</td> <td>The practice would invite patients who would find it helpful.</td> </tr> </table>	1.	Members agreed that the in house falls evening would go ahead	2.	Suggested it be February, 2018	3.	<b>MS</b> will liaise with RBWM and will confirm date.	4.	The practice would invite patients who would find it helpful.								
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8.	<b>WAM CCG NETWORK MEETINGS</b> MS reported that he had been appointed chairman of this group for 6 months trial period. <table border="1" data-bbox="344 1491 1198 1850"> <tr> <td>1.</td> <td>RG attended the first meeting of the rejuvenated group when MS was appointed. As MS is now in the chair it was convenient for RG to represent DHC PPG. It had been a good first meeting with an agreed working format.</td> </tr> <tr> <td>2.</td> <td>The second meeting is now scheduled for Friday 8 December. All the working papers had been distributed.</td> </tr> <tr> <td>3.</td> <td>The meetings are held in 'Sportsable' near Maidenhead and if any DHC PPG would like to attend please advise MS. The meetings run from 1400- 1600.</td> </tr> </table>	1.	RG attended the first meeting of the rejuvenated group when MS was appointed. As MS is now in the chair it was convenient for RG to represent DHC PPG. It had been a good first meeting with an agreed working format.	2.	The second meeting is now scheduled for Friday 8 December. All the working papers had been distributed.	3.	The meetings are held in 'Sportsable' near Maidenhead and if any DHC PPG would like to attend please advise MS. The meetings run from 1400- 1600.	MrS joined the meeting									
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9.	<p><b>DECEMBER NEWSLETTER</b></p> <p>MS had circulated a skeleton draft of the December letter.</p> <table border="1" data-bbox="347 275 1217 338"> <tr> <td data-bbox="347 275 421 338">3.</td> <td data-bbox="421 275 1217 338">MS hoped to have the newsletter distributed first full week in December</td> </tr> </table>	3.	MS hoped to have the newsletter distributed first full week in December																	
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10.	<p><b>NAAP BULLETIN</b></p> <p>This had been e-mailed to everyone and content noted</p>																			
11.	<p><b>REPORT OF MEETING MS/JP SUSTAINABLE PPG INTO FUTURE</b></p> <p><b>MS</b> talked through the working paper he had circulated immediately prior to the meeting.</p> <table border="1" data-bbox="347 696 1217 1462"> <tr> <td data-bbox="347 696 421 815">1.</td> <td data-bbox="421 696 1217 815"><b>PJ</b> said that we could be left behind if we are not in a position to support Dr Watts in the work he delivers on behalf of the DHC Patients.</td> </tr> <tr> <td data-bbox="347 815 421 1462">2.</td> <td data-bbox="421 815 1217 1462"> <p><b>MS</b> said he was aware of the reservations from some long standing members of DHC PPG.</p> <table border="1" data-bbox="437 909 1201 1317"> <tr> <td data-bbox="437 909 494 972">a.</td> <td data-bbox="494 909 1201 972">He asks, is the DHC PPG fit for purpose?</td> </tr> <tr> <td data-bbox="437 972 494 1066">b.</td> <td data-bbox="494 972 1201 1066">The answer has to be at this time and date it is certainly 'Fit for Purpose'</td> </tr> <tr> <td data-bbox="437 1066 494 1160">c.</td> <td data-bbox="494 1066 1201 1160">But what about the future – say to three to five years hence – into the next decade.</td> </tr> <tr> <td data-bbox="437 1160 494 1254">d.</td> <td data-bbox="494 1160 1201 1254">He sought approval for him to invite a small working group to see how DHC PPG can be improved.</td> </tr> <tr> <td data-bbox="437 1254 494 1317">e.</td> <td data-bbox="494 1254 1201 1317">How to attract a wider support from every age group, sex and ethnicity.</td> </tr> </table> </td> </tr> <tr> <td data-bbox="347 1339 421 1402">4.</td> <td data-bbox="421 1339 1217 1402">The meeting approved that MS should take this action.</td> </tr> <tr> <td data-bbox="347 1402 421 1462">5.</td> <td data-bbox="421 1402 1217 1462">RK suggested that in time technology may help</td> </tr> </table>	1.	<b>PJ</b> said that we could be left behind if we are not in a position to support Dr Watts in the work he delivers on behalf of the DHC Patients.	2.	<p><b>MS</b> said he was aware of the reservations from some long standing members of DHC PPG.</p> <table border="1" data-bbox="437 909 1201 1317"> <tr> <td data-bbox="437 909 494 972">a.</td> <td data-bbox="494 909 1201 972">He asks, is the DHC PPG fit for purpose?</td> </tr> <tr> <td data-bbox="437 972 494 1066">b.</td> <td data-bbox="494 972 1201 1066">The answer has to be at this time and date it is certainly 'Fit for Purpose'</td> </tr> <tr> <td data-bbox="437 1066 494 1160">c.</td> <td data-bbox="494 1066 1201 1160">But what about the future – say to three to five years hence – into the next decade.</td> </tr> <tr> <td data-bbox="437 1160 494 1254">d.</td> <td data-bbox="494 1160 1201 1254">He sought approval for him to invite a small working group to see how DHC PPG can be improved.</td> </tr> <tr> <td data-bbox="437 1254 494 1317">e.</td> <td data-bbox="494 1254 1201 1317">How to attract a wider support from every age group, sex and ethnicity.</td> </tr> </table>	a.	He asks, is the DHC PPG fit for purpose?	b.	The answer has to be at this time and date it is certainly 'Fit for Purpose'	c.	But what about the future – say to three to five years hence – into the next decade.	d.	He sought approval for him to invite a small working group to see how DHC PPG can be improved.	e.	How to attract a wider support from every age group, sex and ethnicity.	4.	The meeting approved that MS should take this action.	5.	RK suggested that in time technology may help	<p><b>MS would invite a small working group.</b></p>
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12.	<p><b>CONFIRM NOTES AND MINUTES OF MEETING HELD 12 SEPTEMBER</b></p> <p>Whilst already confirmed at the time of 12 September the meeting and minutes published these were confirmed.</p>																			
13	<p><b>The meeting concluded at 1500 and the date of the next meeting was set as Thursday 18th January 2018 13:30 at DHC.</b></p>																			