



Patient Participation Group, Datchet Health Centre

MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING

Datchet Health Centre - 10 September, 2015

Committee Members:

Anita Kapur	AK	Present
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
Pam Curry	PC	Apologies
Rowena Mignot	RM	Present
Sandeep Sharma	SS	Not present
Suresh Gogna	SG	Present
Vivien Walton	VW	Present
Margaret Holmes Pickering	MHP	Present

1. **WELCOME - MS** welcomed members and noted **PC** and Dr Wallbank had offered apologies.
2. **ACTION PLAN – Update by Graham Box.**
 - 2.1 Telephone Update & Access
 - 2.2 Advised between 0830 – 0900 phones are answered by 3 members of staff. Telephone message changed advising there were no more than 5 people ahead of them in the queue.
 - 2.3 New Web Site had bedded down – thanks to members who had assisted.

- 2.4 Promotion/Information TV Screen in waiting room – quotations thus far exorbitant – alternative systems are being investigated.
- 2.5 Hard of hearing call system considered – Doctors come out from their rooms as necessary and reception staff will also assist.
- 2.6 A lower section reception desk was considered but practicalities of space made this difficult. Wheel chair patients can be seen at the reception door if necessary. Question to be asked in 2016 Patient Survey.
- 2.7 Continuous Review of the appointment system. Balance between on day and future appointments continually refined. Patients advised to talk to reception if more than 20 minute wait.
- 2.8 GB continued, the practice would like to take this opportunity to acknowledge the contribution of the PPG over the last 12 months. This has helped and challenged the practice in a number of areas:
- Producing regular, quarterly newsletters that are distributed electronically and in the waiting room
 - Designing the 2014 patient survey and proposing an action plan based on the views of 232 patients
 - Encouraging the practice to focus on improving signposting and support for carers
 - Meeting with the CQC inspectors and providing a vital patient perspective to their report
 - Reviewing the 'new' website in considerable detail, identifying numerous issues to be addressed before going 'live'.
 - Providing feedback both at the meetings and between the meetings on the experiences of patients and carers using our services.
 - Organising a well-attended and well-received dementia awareness health promotion evening
 - Promoting improvements to the practice noticeboards, voicemail messages and telephone music while waiting.
 - Contributing to the practice and wider discussions about the introduction of evening and weekend appointments.

3. HEALTH EVENING – Wind Up Report

- 3.1 Considered a success – all who contributed had been thanked including Tesco who had contributed to the refreshments.
- 3.2 Consideration on date and subject at January meeting

4. PRACTICE REPORT – GB.

- 4.1 Friends of Datchet Heath Centre charity had been wound down.
- 4.2 The practice confirmed that they would continue to finance the work of the PPG.

4.3 With Graham Box moving on from 30 September PPG will be advised the new Practice manager as soon as appointed.. In the interim Liz Hearne will cover.

5. CONSIDER UPDATE PPG TERMS OF REFERENCE

5.1 After discussion it was resolved not to make any changes.

5.2 There were several amendments required to Aims and Objectives

6. PATIENTS SURVEY 2016

6.1 MS will meet with **AK, SG, RM** and **JC** on 30 September to discuss 2016 questions.

7. CARERS AND THE PRACTICE/COMMUNITY – Paper by Dr Zara Usmani.

7.1 Dr Usmani had prepared a report that would be published in September Newsletter

8. NEWSLETTER

8.1 Draft Newsletter had been circulated.

8.2 Suggestions for new articles were discussed. The letter will be circulated w.c 21 September.

After Note: Suggested that copies be available in various places in the DHC area.

9. NOTE NOTICES AND MATERIAL FROM NHS SOURCES.

9.1 All material received had been distributed to members as it was received.

9.2 Members felt that this practice should continue as it aided their understanding of how the NHS, CCG and the many other support bodies work

9.3 Report that there were considerable improvements in the way Wexham Park Hospital is now working since it became part of the Frimley Trust.

10. WAM NETWORK MEETING (27th July 2015).

10.1 PPG had received MS report on this meeting

10.2 MS believed that it was becoming a better forum for the dissemination of news.

11. FRIENDS AND FAMILY SURVEY REPORT

11.1 Reported that just over 90% would recommend DHC.

11.2 This is a useful feedback tool for the Practice Manager.

12. CONFIRM NOTES OF MEETING HELD ON 20TH MAY.

12.1 Confirmed. Already on DHC Website.

13. ANY OTHER BUSINESS.

13.1 **EA** is to stand down as deputy Chairman for the next 6 months as he has cancer treatment.

13.2 This was the last meeting that GB would attend as Practice Manager. He hoped that the PPG continued to prosper: that the e-mail listing would increase and believed that MS's work to sustain the PPG's future is successful. Suggested that we talk with other voluntary groups as it might lead to further cooperation.

13.2.1 He hoped that DHC would endeavor to continue promoting the PPG to the patients in order for the PPG to grow and move forward.

13.2.2 **MS** on behalf of all PPG Committee thanked Graham Box for the considerable work to the benefit of PPG. Suggesting he would be missed. The meeting endorsed these comments

14. DATE OF NEXT MEETING – THURSDAY 5th NOVEMBER 2015 – 13.30PM