

LONSDALE MEDICAL CENTRE
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PATIENT PARTICIPATION GROUP MINUTES(PPG)

Date: 12.11.2010

Action

Present: Roger Alderman (RA) Chairman
Ann Lee (AL) Secretary
Arthur Carter (AC)
Peter Kitching (PK)
Helen Miller (HM)
Gerald Plastow (GP)

RA explained the departure of Barry Ellis (previous Chairman) and that he had been asked by the practice to step in as Chairman

Special Notice RA handed out special notice to all patients, explained content. General discussion as to whether his phone number should be printed on the sheet, but general consensus that email address would be less intrusive. RA emphasised that any changes are welcome and to email them to him to amend.

One of the items on the special notice was health promotion, evenings dedicated to a particular chronic disease such as stroke/TIA, Alzheimer's etc to be held at the surgery if small numbers, or a convenient venue close by if larger groups, with agreement by the doctors.

Noticeboard information General Discussion and agreement that GP & AL would update and organise the noticeboard at mutually convenient time, as agreed in previous meetings to section the notice board into categories with one dedicated section for PPG information and to remove outdated information and signpost to relevant information.

GP/AL

HM with her previous experience of graphics would develop a logo for the PPG and offered to do other graphics as and when needed.

HM

Telephone Systems General discussion about the difficulties getting through to the practice.

AL suggested a questionnaire to get the views of the patients. General discussion and agreement that an update is necessary and that this all depends on cost etc.

GP agreed to look into this for the group and report back findings, such as cost and compatibility with the surgery. AL to assist in any information that is needed for this enquiry.

GP/AL

Website AL showed the PPG the temporary website and explained some of its functions. All agreed that it looked very good and will improve the service when fully functional. This should alleviate some of the pressure on the telephone system but will not be up and running in enough time to take some of the urgent pressure off the phone lines.

The PPG could use this website as a means of contacting patients such as via questionnaires.

AC brought up the subject of contacting patients in light of experience at Kingswood Surgery which generated a discussion about how to let patients know of the website, contacting the local press and the general view of what should or not be the responsibility of the PPG as opposed to the Doctors.

Gateway was suggested as a way of advertising the practice website. HM to enquire.

HM

It was agreed that the Doctors would be made aware of any action points and any other business. It was suggested that a mandate be drawn up to avoid any confusion regarding roles and responsibilities.

Information for Polish Patients Sadly Anna Ellis who is joining the PPG was unable to attend and therefore it was deemed inappropriate to discuss this in full as it was important for Anna to be present. AE has suggested that it would be useful for Anna, the Midwife to have some translated instructions for new mums and AE has helped in the past with Anna which she found very rewarding. We look forward to having AE attend the next meeting.

Fundraising RA has produced a poster for the noticeboard for fundraising for surgery equipment. General discussion regarding fundraising and the principles involved. There were a range of views from the group. The surgery has in fact always had an equipment fund for patients to contribute and currently there is a raffle to raise money which is entirely voluntary.

RA suggested that the poster he had created should be displayed in the surgery once the Christmas raffle was finalised, therefore in the new year.

An account dedicated to funds raised by the PPG would be set up and AL would liaise with Kate Harlow the practice manager regarding this and report back to the PPC. The group should look at registering as a charity for fundraising, amounts over £5000 qualify for charitable status.

AL

The raffle was being drawn on the 10th December and the practice would like one of the PPG committee members to draw this.

Any other business

RA brought up the 'buddy' system that had been raised in a previous meeting by OA and felt that it should be brought up at the next meeting when hopefully OA will be present.

AC brought up his experiences of his mother whilst in hospital and lack of communication with GP's whilst under hospital care. General discussion regarding care of patients whilst in hospital. PALs is a patient liaison group for patients in hospital and leaflets/information would be collected for display in the waiting room.

AL distributed the current patient leaflet for the group to consider adding any relevant information regarding the PPG and to look at as a whole with any reasonable future amendments to be made.

Date of next meeting: 10th December 12.30 at the surgery