

Present at the meeting: Roger Alderman – Chairman
Barry Ellis
Anna Ellis
Arthur Carter
Gerald Plastow
Patrick Weare
Ann Lee
Fern Haxby (PCT)

Telephone Systems

GP gave an overview of what the position is to date following meetings with various telephone companies and he will provide more concrete information at the next meeting.

As FH had joined the meeting she explained her ongoing support and that she would be visiting other surgeries for help and advice. She gave an overview of where PPG's were now, the hurdles and expectations of these groups and the implications with the introduction of the new GP consortiums.

Surveys

RA brought up the issue of contacting people to inform them of what the PPG were doing and ongoing surgery matters. Various suggestions were raised as to how the group could get email addresses for dissemination of information from the PPG and to encourage patient involvement. These suggestions included using a survey and adding information to patients existing prescriptions.

Overall it was concluded that it is very difficult to get everyone's email addresses and that it is a struggle for other organisations to do the same, but the group would persist in thinking of ways of achieving maximum numbers.

AC suggested distributing an information sheet rather than a questionnaire. The flyer created by RA has been put in envelopes and sent out with letters sent to patients in current mailings in the attempt to spread the word about the PPG.

PW suggested that we produce a limited questionnaire which would generate general feedback on how patients feel that the surgery could be improved and be invited to give their email addresses. It was agreed that a form of words would be prepared to try and generate an immediate response.

FH reiterated the importance of a newsletter and offered her assistance in submitting any current information that might be useful to patients about issues such as changes in the NHS.

The notice boards were discussed, as now they are divided into three sections and the PPG has a designated notice board on the opposite wall to be utilised for PPG news and future fundraising events etc.

New recruits for the committee

General discussion regarding the makeup of the committee. It was agreed that group as it stands is a good number and that it is difficult to recruit working members due to meeting times.

It was suggested that the PPG notice board in the waiting room should display a call for help for a graphic designer for future publications and this will be drawn up shortly to add to the notice board.

Computer changeover at the surgery

AL reported that due to the changeover in computer systems the computers will be shut down after surgery hours on 7th June and will be going live on 15th June. Due to the magnitude of information and complexity of the data it takes this length of time to transfer all the data to ensure all patients' notes are complete on the 15th June. The surgery are in the process of data checking based on information already sent to EMIS Webb (the new computer programme), which is a lengthy and detailed process.

Manual notes will be made during this 'down time' but it is proposed that the doctors will be manually inputting data on some kind of spreadsheet to make the process of updating patients notes easier when the system is up again.. During this period we will be limiting appointments and patients will be informed about 3-4 weeks before this time in a variety of ways, ie the electronic message board in the waiting room and flyers handed to patients in reception and on notice boards.

Health Promotion

RA brought up the subject of 'obesity' with regards to support systems for patients, such as local gyms and swimming pools, and whether the doctors guide patients in the right direction. PW confirmed that there are support systems for patients such

as Gateway and that in his experience the doctors are good at referring to relevant organisations.

Fundraising

The surgery has had to remove all children's toys as per 'health and safety' and therefore AL requested that the PPG propose to raise funds to provide a 'wall based' activity which having done some research online, costs in the region of £600. The group were in favour of this and a general discussion about fundraising resulted. BE suggested commercial sponsoring, to directly contact companies. AC suggested contacting Waitrose as they currently raise money for various charities. He will pick up a form to submit to see if they will consent with this.

Other ideas were discussed regarding fundraising and this will be ongoing for future meetings.

Date of Next Meeting - TBA