

Present at the meeting: Roger Alderman – Chairman
 Anna Ellis
 Arthur Carter
 Gerald Plastow
 Ann Lee
 Alex Williams

Apologies received from Barry Ellis and Pat Weare

The group welcomed Alex to the group.

Telephone Systems

GP has met with the doctors and they are keen to implement a new telephone system as soon as possible. Various meetings have been held with representatives of telephone companies, with three quotes received to date. GP has another meeting 27th May with Dr Bruno Capone and Kate Harlow to determine the next step. The existing contract expires 2.8.2011 therefore the change of system will be implemented about this time. Various options were outlined by GP and stressed that the new telephone system will be compatible with the new computer system EMISS. AW was concerned that the number would not be an 0844 number and it was established that this was not the case, the existing number would be maintained.

Children's play area

RA has been sending out requests for contributions to local businesses and will continue to do this to increase donations. We have had some success both from patient's contributions and from outside donations. AC had approached Waitrose and will approach John Lewis as they run the same scheme, but it can take a number of weeks to get any response from them. It was agreed that a picture of the proposed equipment would be published as soon as possible and posted on the PPG noticeboard in the waiting room so that patients understood what was proposed.

General discussion about whom locally should be approached locally and AE has a contact at AXA/PPP which would be passed to RA.

Fundraising/air conditioning

Fundraising was discussed with regards to air conditioning for the waiting room.

GP wanted it noted in the minutes any money raised by the PPG should not be for the purpose of capital gain and that air conditioning could be deemed an integral part of the building.

The general feeling was that the group would not raise money for air conditioning for the waiting room at this time as we are currently raising funds for the children's play area and raising money for two causes at the same time would be inappropriate.

AW mentioned the Pickering Centre (drop in centre) as an example of volunteers working together to provide a nice environment for the centre. AL said that she was going to place a flyer on the PPG noticeboard to ask patients who have an area of expertise ie graphic design and were able to help on an ad-hoc basis to contact the PPG or leave a message at reception.

Computer changeover update

AL gave an update of the computer changeover. Although we will have no live system we will be able to use our old computer system to input information which will have to be re-input onto the new system when we go 'live'. This will be occurring between June 6-15. All staff will be learning this system therefore things may be a little slower to process than normal. During this period the surgery is closing two mornings and will be having fewer appointments and on some days only emergency appointments.

All the pharmacists have been informed of this changeover and procedures have been put in place to inform as many patients as possible so that repeat prescriptions are issued to cover this period.

The surgery's attitude is that although the normal service may be a little slow at times it is 'business as usual' as soon as possible and minimal disruption to the patients.

Response to email requests

These have been trickling in and to date we have received about 28 responses. GP suggested that we put the flyers on the seats in the waiting room, first thing in the mornings and during the day. AL will endeavour to do this. Reception staff are extremely busy and don't always get the opportunity to personally hand out the

flyers. AW suggested that we try and email the patients who have submitted their emails quite promptly so that they are aware of the PPG's actions.

AL requested a presence of PPG members at the proposed flu clinics in October to hand out the email request flyers and to be available to speak to patients about the PPG and hand out the proposed questionnaire.

AL stressed the need for the questionnaire to be agreed before October as this needs to be collated, analysed and submitted to the Primary Care Trust before January.

Any other business

General discussion about hospital care and PALS was highlighted as the route to complain about a patient's experience. Agreement that the PPG should not be concerned with secondary care, only primary, but in the future an option would be to ask a representative of PALS to talk to a patient group if it was deemed popular with patients.

GP stressed the need for one of the doctors to attend future meetings by invitation of the PPG, for about 10 minutes at the end of the meeting so that the group could present their thoughts and so that there was more involvement by the doctors with the group. AL would stress this to the doctors.

RA highlighted that there were running costs to the group for items such as printer replacement cartridges, paper etc and therefore we need to establish what funds were available currently from the practice. AL would look into this and report back at the next meeting.

Date of Next Meeting - TBA