

Minutes of the PPG Meeting 17th May 2012

Attendees: Ros Burgess, Hazel Duncombe, Maggie Fraser, Jean Gregory, Gerald Plastow (in the Chair), Julia Stillwell, Peter Stillwell, Pat Weare.

In attendance: Ann Lee, Dr Bruno Capone

Apologies: Clare and James Macadie,

1. Minutes of previous meeting: Accepted.

2. Matters Arising:

2.1 The Doctors and their specialisms.

The photographs have been taken. The captions for the board of photographs are in hand.

Action: Practice Management.

One new sign listing all five Doctors in the Practice has been displayed at the front of the building. The second one will be displayed soon. **Action: Practice Management.**

2.2 The Waiting Room – Air Purification/Air Conditioning

The Air Purification system has been purchased and located in the Waiting Room. The machine will remove smells, pollen, bugs, etc.

2.3 PPG Fund Raising Activities

1. The first of the Wall Mounted Toys for the Waiting Room is to be purchased next week and installed as soon as practical.
2. The chair for the Nurse Practitioner has been clarified as a chair that is easy to maintain in a clean and hygienic condition. No further action is required at this stage.

2.4 Privacy in Reception

2.4.1 Confidential Request – coloured request notes are now available at the Reception counter.

Action for the Practice Management: The notice in the Waiting Room to be made larger for Patients to view easily.

2.4.3 Patient Confidentiality – on screen in Reception

The costs for this item are currently under investigation.

Action: Ann to report progress at the next PPG meeting.

2.5. Concern about Patient Abuse of Staff

A sample of several possible forms of words is included as Appendix I.

Minor revisions to the wording were suggested and the inclusion of words such as **“your co-operation is appreciated”**.

Action for the Practice Management: Prepare and display the revised notice.

2.6. PPG Action Plan to promote awareness

The PPG section of the Practice website has been updated recently. The creation of a PPG website – either as a “stand alone” website or as a part of the Lonsdale Medical Centre website is to be assessed.

Action: JM and AL to explore the Lonsdale Medical Centre website on Friday 25th May 2012 and will make recommendations at the next PPG meeting.

2.7 Program of Information evenings

The first Annual General Meeting will incorporate an Information Evening and will be held on Thursday 14th June 2012. ***The venue is to be confirmed by GP,*** see 2.8

The first Topic is to be ***“NHS Reforms and how this affects both the***

Patients and the Practice". The Leading speaker for the evening is to be Dr Bruno Capone.

2.8 Meeting Locations – see Appendix II

A meeting hall that will cater for some thirty to forty people will be required. The target cost to be less than £40 per evening.

Action: The costs, location, parking facilities and size to be confirmed within a few days. The Camden Centre has now been booked for the first Meeting.

2.9 Funding for the Information Evenings

The Practice has confirmed the provision of a float of £200.

See items 7 and 8

2.10 Patients Self Register System

A Touch Screen system for Patients to register their arrival at the Surgery will cost £1445 with an annual Support Cost of £200. The suggestion is that a wall mounted system be installed.

Action: The location of the screen to be discussed further, at the next meeting.

3.0 Chairman's e-mail address at the Practice.

The subject had been raised about the provision of an e-mail address separate from the Practice's e-mail address. The e-mail address to provide a method of contact, for Patients, which is independent of the Practice. Typically, this would be for someone who wishes to raise a suggestion or a general concern outside of the Practice's complaints procedure.

Action: JM and AL to explore this topic along with item 2.6.

4.0 Repeat Blood Tests

Certain regular blood tests, such as PSA, are often overlooked by both the Patient and the Practice.

AL described briefly the computer diary system and the limitation of a two monthly look ahead. Some reminders are sent on a monthly basis, but this has to use the postal system.

BC reported that the Practice **sends out many routine letters out annually and that due to the postage increase the costs will increase considerably**. He also expressed the view that it is the Patients' responsibility to look after their own interests with regard to appointments.

Action: Practice Management to introduce a paper reminder notice for those Patients caught in this appointment loophole. This would not be a firm appointment, purely a reminder for the Patient to make an appointment.

5.0 Pram Park

The discussion centred upon the provision of an area outside the building for Parents to leave their Prams/Pushchairs whilst visiting the Practice. The provision of a weatherproof location was considered vital.

The view of Parents is to be sought about the need for such an area. A Large Notice to be displayed, probably on Wednesday and Thursday to promote awareness of this Pram Park and to seek views.

Action: Practice Management to prepare and display the Large Notice and appropriate views from the Pram Pushers.

6.0 Publicity for the Information Evenings

Notices are to be posted in the Waiting Room and the Practice website.

See also item 9.0

7.0 Election of a Treasurer

The provision of a float for PPG, see item 2.9, requires the appointment of a Treasurer and a Bank Account.

HD volunteered to become Treasurer and was appointed.

8.0 Bank Account for PPG

Action: The Treasurer to be responsible for the opening of a Bank Account for PPG.

9.0 Waiting Room Information

It was agreed that there is far too much information on display in the Waiting Room. After much discussion it was agreed that the Notice Boards be linked to themes. This will simplify the amount of material and enhance the impact of the information for Patients.

Action: JS to investigate display options and to suggest concepts for the next meeting.

10.0 Practice Website

When searching the internet the Practice website is listed below the one in London. How to raise our Practice in the listings was raised.

Action: JM and AL to explore this topic along with item 2.6.

11.0 Draft Constitution for PPG

The proposed Constitution for PPG, see Appendix III, was discussed. The Constitution is to be the first topic, for acceptance, at the First Annual General on 14th June 2012.

12.0 Date of the next meeting

Thursday 12th July at 7.00m, the second Thursday of the month.