

## **Minutes of the PPG Meeting of 13<sup>th</sup> September 2012**

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

**In attendance:** Ann Lee

**Apologies:** Jean Gregory, Clare Macadie

**1.0 Minutes of the previous meetings** of 17<sup>th</sup> May and the AGM of 14<sup>th</sup> June 2012. Accepted.

### **2.0 Matters Arising.**

**2.1 Children's wall mounted toys.** The first unit has been mounted on the wall and is in use a lot. There are insufficient funds for a second unit.

**Action** *PPG to establish further fund raising opportunities. - Committee*

**2.2 Patient Confidentiality** – on screen in reception. The costs are under consideration for some form of monitor cover. However, the new **Touch Screen** system in the Waiting Room, item 2.5, has removed the need for patients to wait in Reception in order to be booked in for their appointments. The monitor screen has also been turned at an angle to reduce the prospect of Patients seeing the screen.

**Action** *The cost details to be provided when available. - Practice Management*

**2.3 PPG Website.** Following a review of the benefits of a stand-alone website for PPG, the conclusion drawn is that there is no real benefit to be gained. However, details of the number of visits to the Practice website and the visits to the PPG section are considered of benefit in the task of promoting awareness of the PPG Activity.

**Action** *The feasibility details to be provided. – Practice Management*

**2.4 Patient Information Evenings** – Next Topic Services for the Elderly – what help is available.

*The Tunbridge Wells Over Fifties Forum is to hold a meeting on Wednesday 3<sup>rd</sup> October*

*The Camden Centre*

*Start 1.00pm (Free Buffet)*

*Topic Public Health*

**Action** *The number of sustainable Patient Information Evenings needs to be established. This activity is to include joint sessions with other groups – Committee*

Item	Description / Action required	Action by
<b>2.5</b>	<b>Patients Automated Check-in</b> – has been installed and is operational. The log in is the Patient’s date of birth.	
<b>2.6</b>	<b>Pram Park(Buggy Bay)</b> – The current view is that very little needs to be done beyond tidying up. Peter volunteered to spray the area with weed killer. The level of tidying up needed can then be assessed.	
	<i>Action Review the level of need and find volunteers to assist - Chairman</i>	
<b>2.7</b>	<b>Information Boards in the Waiting Room</b> – All agreed that the change is a significant improvement over the previous jumble of notices. The main notice board is to be used to display a theme of related information.	
	<i>Action Maintain the theme of information and remove inappropriate leaflets - Practice Management</i>	
<b>2.8</b>	<b>PPG Committee membership</b> –Thereexists the need to broaden the spread of the membership to include younger age groups, language speakers where English is not the first language, young mothers, etc.	
	<i>Action At Flu clinics talk to other patients to create interest – Committee</i>	
<b>3.0</b>	<b>Doctors one day strike</b> – The Doctors worked normally through the one day strike. The Committee wished to express thanks to the Doctors on behalf of the Patients.	
	<i>Action Forward the Patients thanks to the Doctors - Chairman</i>	
<b>4.0</b>	<b>Mental Health</b> – There has been considerable publicity regarding the inadequacies within the NHS to meet the needs of the number of Patients suffering from mental health disorders. The Government is rolling out a program “Improving Access to Psychological Therapy (IAPT) to be completed by 2014. The Practice no longer has a Counselor due to the removal of NHS funding.	
	<i>Action Invite one of the Doctors to attend the next Committee meeting to speak on the Practice’s view of this topic ..... - Chairman</i>	
<b>5.0</b>	<b>Cooperation between PPGs</b> – The Commissioning Group is constantly seeking feedback about Patients’ experiences whether good or bad, how they have been treated, facilities, etc. The Patch group, 5 or 6 local practices, linked together need a ready means of exchange of views, perhaps at Chairman level.	
	<i>Action Establish contact with other PPGs - Chairman</i>	

Item	Description / Action required	Action by
<b>6.0</b>	<b>Delays in Appointments</b> – When the Doctor has been delayed, more than 20 minutes, the Receptionist can advise Patients of the length of the delay. It is possible for the delay to be displayed on the Patients Automated check-in screen.	

*Action Review and implement the appropriate display –Practice Management*

<b>7.0</b>	<b>Doctors on Duty</b> – It was felt that it may be helpful to patients if the names of the Doctors on duty, that day, be displayed in the waiting room.	
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*Action This topic to be reviewed further - Committee*

<b>8.0</b>	<b>Survey Monkey (PPG Survey) and Text messaging</b> – The Committee were invited to look at the Practice website and feedback comments to Ann Lee.	
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*Action Feedback comments to Ann - Committee*

## **9.0 Any other Business**

<b>9.1</b>	<b>Text messaging to remind people about their appointments</b> – There is a significant number of “Did Not Show” Patients. It was felt that some form of reminder to the Patient’s mobile phone may help to reduce the level of lost appointments. This proposal requires further discussion and will require Patient permission before any such system can be implemented.	
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*Action To be discussed further - Chairman*

<b>9.2</b>	<b>Patient Survey</b> – The Committee were requested to review the PPG Patient Survey and if appropriate propose improvements. Note the Doctors also will be required by the NHS to undertake personal surveys. The Doctor's survey is needed for their appraisals and is very specific to each doctor and the patient's appointment.	
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**Therefore there will be TWO surveys running at the same time**

*Action Feedback comments to Ann as soon as possible - Committee*

<b>9.3</b>	<b>Additional Aim for PPG</b> – The Chairman expressed a need for an additional aim for the PPG, See Appendix I. The Committee voted to accept this additional aim.	
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<b>9.4</b>	<b>Head of BMA</b> – In a recent newspaper article, see Appendix II, the new leader of the BMA expressed concerns over the risk to health for everyone as a consequence of “ <i>rationing to save money</i> ”.	
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*Action Invite one of the Doctors to attend the next Committee meeting to speak on the Practice’s view of this topic - Chairman*

Item	Description / Action required	Action by
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**9.5 Removal of Patients** – A proposed form of words related to this topic, see Appendix III, was circulated for discussion. The Committee expressed two concerns:-

1. The wording is complex and does not clearly express the intent of this important topic.
2. Does this topic require a legal review to ensure that the Practice is not positioning itself in a difficult legal minefield.

*Action This topic to be reviewed further*

*- Committee  
and Practice Management*

**9.6 Raffle Prizes for Xmas** - The raffle was discussed and Ann explained that Last year she trawled around Tunbridge Wells trying to get donations and managed to get some pretty good things. Ann has time constraints and requested that if everyone could try and get a prize each this would be extremely helpful.

We need the information about prizes before the onset of the flu clinics so that we can print the details on the raffle tickets.

The surgery put together a hamper last year which was a very nice first prize so we are thinking of repeating this. Any donations received would be welcome.

*Action Feedback offers of prizes to Ann - All Committee members and Friends*

**10.0 Date of Next Meeting–**

**WEDNESDAY**

**14<sup>th</sup> November 2012**

**7.00pm**

**The Chairman closed the meeting at 8.40pm**