

Heath Lane Surgery Patient Participation Group (PPG) Meeting
January 28th 2010

Apologies:

Janice Richards, Linda Cheshire.

Present:

Roger Ellis, Eunice Ward, Ann Sowman, Margaret Stevens, Ann Walsh, Jackie Telford, Wendy Edwards, Geth Jenkins Stewart Watson, Dianne Lucking , Jane Pearce, Sally Richley

1: Notes from the last meeting Some members had received minutes, some had only received agenda.	Action: Ann: to check mailing list.
2: Elderly Care Co-Ordinator Sally Richley, the new elderly care co-ordinator, was introduced to the group. This post is funded for a year and then will be re assessed dependant on savings made to the practice PBC budget.	Sally gave a short out line of her role description; her hours of work are Monday to Thursday. Sally will be starting with the over 90's who do not regularly visit the surgery. The intention is to provide help to maintain their independence and keep them in their own homes; help is also intended for those that do visit the surgery. The role will also cover the over 75's of which there are over 2,000 registered at the practice.

<p>3: Establishing a walking group</p>	<p>Outcome/Action: Peter Wilson sent his apologies to the meeting and will attend the next meeting. Roger to ask length of presentation re another visitor (podiatrist).</p>
<p>4 :Physical life style scheme</p>	<p>Outcome/Action Borough council have asked practice to participate; start date March 2010 at surgery. Jane to look into criteria as who will participate.</p>
<p>5 :Amin Pabin, Podiatry Manager.</p>	<p>Outcome/Action Will visit next meeting to give a short talk.</p>
<p>6: Earl Shilton Public Consultation</p>	<p>Outcome/Action Roger gave a short input on this event. Ann also attended on behalf of the surgery. A short debate followed where various concerns where raised.</p>
<p>7 : Web site</p>	<p>Outcome/Action Ann advised group that site updated monthly. Group to put short input on to outline what has been achieved so far.</p>
<p>8 : Photos PPG board to be updated with photo so public can put a face to a name</p>	<p>Outcome/Action Due to the camera man not bringing the camera this will now be done at the March meeting (another hair do)</p>
<p>9 : PPC Conference 27 January 2010 at Bright Centre Braunstone.</p>	<p>Outcome/Action Roger attended on behalf of group and gave a short talk on the following ideas ◆ How many PPG's in Leicestershire ◆ How PPG's help practices ◆ Objective setting ◆ Recruitment ◆ Membership ◆ Support available.</p>

<p>10 : PPG Comment sheets left by patients, 3 had been received</p> <ul style="list-style-type: none">◆ One was regarding fish tank.◆ Immunisation for foreign travel. ◆ Diabetic appointments cancelled <p>Geth Jenkins gave a short input following this.</p>	<p>Outcome/Action</p> <ul style="list-style-type: none">◆ A response has been sent◆ It was suggested that this be added to web site and patients could down load and fill in before attending the surgery.◆ Surgery to amend how this is dealt with.
<p>11 :Distribution of Information Leaflets</p>	<p>Outcome/Action Members of PPG asked to help distribute them.</p>
<p>12 : General Practitioners Council has issued guidance on discriminating against the disabled</p>	<p>Outcome/Action Form has to be completed. Roger suggested some one with a disability be asked to complete. Roger to deal with this.</p>

<p>AOB</p> <p>Over loaded notice boards Practice asked for help disseminating what was of interest.</p>	<p>Outcome/Action Ann & Margaret volunteered to sort out.</p>
<p>ID Badges</p>	<p>It was suggested id badges be issued for members of PPG when working in the surgery. First names only and PPG member should be on them. Ann to organise</p>
<p>Receptionists not aware of PPG Members Outlined 2 cases where receptionist not aware of PPG or where forms could be found for patients to fill in.</p>	<p>Outcome /Action A member of the receptionist team to be asked to attend meeting; there will also be a short input given to them at their team meeting.</p>
<p>Dr Will Priestman, latest recruitment to surgery</p>	<p>Outcome/Action Dr Priestman, new partner, on a three month overlap with Dr Thomas due to Dr Thomas retiring. Dr Priestman to be asked to attend a meeting.</p>
<p>Stewart Watson asked what average age group of patients was, this was in reference to music being played surgery.</p>	<p>Outcome/Action Dr Jenkins responded.</p>
<p>Dates of next meetings 2010</p> <p>Thursday 25th March Thursday 27th May Thursday 29th July All will take place at 7pm Heath Lane</p>	