

HEATH LANE SURGERY PATIENT PARTICIPATION GROUP  
MEETING  
HEATH LANE SURGERY SEPTEMBER 24<sup>TH</sup> 2009 AT 7PM

**Present:**

Roger Ellis, Margaret Stevens, Eunice Ward, Jackie Telford, Janice Richards,  
Ann Sowman, Dr Geth Jenkins, Ann Walsh, Lee Gale & Jane Pearce

**Apologies:**

Wendy Edwards & Linda Cheshire

**Notes from the last meeting:**

Ann S didn't receive the minutes  
*Ann W to add name to distribution list*

**Actions from the last meeting:**

Pharmacy waiting times  
Little improvement noted  
*To be monitored*  
Roger reported that he and Ann are now meeting regularly  
Roger is in the process of developing the PPG Newsletter  
Roger suggested holding a competition for the design of a Heath Lane Surgery PPG logo; it was agreed this was a good idea  
Roger advised members of the NHS PPG training he is going on.  
*Ann to circulate the details with the minutes*

**Web Site Update:**

[www.heathlanesurgery.co.uk](http://www.heathlanesurgery.co.uk)

Lee joined the meeting to demonstrate the website. The site presents another avenue for patients to access information about the practice or access practice services  
The group discussed how to widely advertise the site  
*Ann to provide Roger with a couple of posters for display in the town hall*  
*PPG members to submit comments on the site/ ideas for additions to Ann or Roger*

**Email Addresses:**

*Members requested to provide Ann with email addresses if hadn't all ready done so*

**PPG presence at Flu Days:**

The following members agreed to be a PPG presence on both flu mornings to advertise the services of the PPG

Date & Time	Volunteer	Date & Time	Volunteer
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17-10-09		31-10-09	
0900-1000	Margaret	0900-1000	Ann
1000-1100	Janice	1000-1100	Roger
1100-1200	Jackie	1100-1200	Eunice

*Roger to advise members more specifically on their role prior to the events*

**Objective Setting Exercise:**

Those present completed the PPG Objective Setting Exercise

*Roger will meet with Ann to review the responses and determine the objectives for the short and medium term*

*Agenda item for Oct. meeting: Identify this year's objectives and determine the action plan- Roger*

**Tour of the practice:**

Agreed any interested PPG members to join Ann on the 17<sup>th</sup> or Jane on the 31<sup>st</sup> Oct. (after the flu mornings) for a tour of the practice. Ann & Jane will answer any queries

**AOB:**

- **MIAMI Project (Minor Illness and Minor Ailment)**

Geth briefed the PPG members on plans to provide an extension to current surgery services in the out of hour's period and at weekends. Potential services to be delivered include: management of minor illnesses and minor ailment, invite in hard- to –reach groups, medicals, minor surgery, promote hospital avoidance, where appropriate, i.e a full range of services at a time and location convenient to patients.

The PPG were supportive of the idea

- **Distribution of the agenda**

Jane requested that the agenda be circulated a couple of days prior to the meeting

*Roger agreed to action this*

- **Disabled parking**

It was mentioned that there seems to be insufficient disabled parking. Various solutions were discussed. It was agreed to trial two actions and review.

*Ann to speak to the pharmacy and request they ask all delivery vans or customers collecting scripts to refrain from parking in the disabled spaces, plus*

*Install a bigger sign drawing attention to the priority to be given to designated disabled parking spaces.*

- **Plans for new housing developments in Earl Shilton**

*Roger to raise issue of practice being invited to be involved in discussions about any new housing developments*

**Date & time of next meeting**

Thursday October 29<sup>th</sup> 2009 at Heath Lane Surgery 7pm-8 30pm

Jackie gave her apologies