

Heath Lane Surgery Patient Participation Group (PPG) Meeting
September 29th 2010

Apologies:

Dr Colin Moncrieff, Wendy Edwards, Linda Cheshire

Present:

Roger Ellis, Eunice Ward, Margaret Stevens, Ann Walsh, Jackie Telford, Dr Geth Jenkins, Janice Richards, Jane Pearce, Alison Crowe

The meeting was opened by Roger, who welcomed John Brown, the lead for 'Walking for Health', and Alison Crowe, latest Practice Nurse to join the team, to the meeting.

1. Minutes from the July 2010 Meeting	Janice reported having given her apologies for the July meeting. July minutes to be amended 'Walking for Life' Group – amendments to poster made to just include local contacts only. John to send Ann the master copy. Around 15 members now attend regularly. Non-attendees give their apologies and are proving consistent participants. There are 3 qualified leaders. Janice mentioned a longer walk that takes place once a month.
1. Introduction: Alison Crowe	Alison gave brief history of her nursing career to date. Alison is a specialist in cardiac nursing and has been with the Heath Lane Surgery team for a year.
2. Changes to PPG Members	Jackie Pattinson, Practice Nurse, will join the PPG at the next meeting. Jane is stepping down after a year. Roger thanked Jane for her contribution and bubbly spirit. Linda has indicated that she would like to stand down from the PPG due to pressure of work. Roger will write on behalf of the PPG to express thanks.

<p>4. Health Awareness Event</p>	<p>Roger reported that this went well, although numbers were fairly limited. Jackie had since mentioned one patient who reported it was great to be able to chat to doctors about low level health concerns. The value of a regular health awareness event was agreed upon, with possibly another one to be scheduled for Spring 2011.</p> <p>Geth reported an undiagnosed hypertensive patient was identified. Roger thanked all who contributed for their input.</p>
<p>5. 2010 Flu Days 16th and 30th October</p>	<p>16th Oct is the same day as plans for the village expansion (1600 houses) will be on display at the Methodist Church. Janice suggested the PPG could direct patients attending for vaccination along to the consultation exercise. The importance of local residents being encouraged to have a say was stressed.</p> <p>Geth commented it would be crazy to set up a second health facility for these additional people and duplicate services. The practice policy is to run an open list and welcome anyone who wishes to join. Janice will see if she can access the consultation forms to be available at the surgery for 16th October.</p> <p>PPG members will contribute in the following areas:</p> <ul style="list-style-type: none">• Display board/ raising profile• Car park• Sign posting• Welcoming• Smoking status data collection <p>Roger has coordinated who will attend and when.</p>

<p>6 Practice Updates:</p> <p>Government White Paper</p>	<p>The concept is that GP's will be running the health service whilst getting rid of the existing management body, the Primary Care Trusts (PCT). The PCT Managers plus clinicians are already being made redundant. The City and County PCT's are currently being merged therefore local satellite groups will be necessary. GP consortia are being formed, with statutory responsibilities. The concept of GP's policing GP's is being introduced</p> <p>The policy appears not to be thought through. Janice left the meeting at this point.</p>
<p>7. New Member</p> <p>Hazel Thomasson would like to join the group.</p>	<p>This was agreed. Geth will ring to check that she would like to attend future meetings.</p>
<p>8. DNA's</p>	<p>The rising number of patients not attending for appointments was discussed. Eunice suggested putting a sign on the PPG notice boards. Action: PPG to prepare a sign to encourage patients to report DNA's and this will be mentioned at the flu days.</p> <p>Roger mentioned a patient who had to ring 4 times to get through to the surgery. Management of demand is to be discussed at the October PHCT meeting. Action: Ann- chase up STL for response on call volume audit.</p> <p>Potentially the surgery will be offering more advance appointments to reduce same day demand. PPG members will remind people on flu days and at future health awareness events about how to make the most of your GP practice. Action: Ann to discuss the results of the audit with the PPG.</p>

<p>9.Any Other Business</p> <p>Frequency of web site updates.</p> <p>Volunteer Patient Transport</p> <p>PPG Notice Boards</p> <p>NAPP Newsletter: National Association of PPG</p>	<p>The monthly updates will be reduced from the New Year to 6 updates per year. The PPG supported this proposal</p> <p>PBC money has been approved to enable Dial a Ride to advertise for more volunteer drivers. Poster for Dial-a-Ride advertising for volunteer drivers ready for the flu days. Ann will ask if we can use their heading.</p> <p>It was originally agreed that the PPG will look after the boards but this appears to have stopped. Roger has photos at home which he will make available. When he calls in he will check the boards are up to date, but added that any PPG member should feel free to take the initiative to keep the boards up to date.</p> <p>Ann and Roger will submit an entry 'Walking For Health' update. Other ideas for submission include: Help with flu days, car parking for disabled; health awareness day; redesign of reception, instillation of cycle racks. Proposed entry to be circulated to group members for approval. Ann gave out copies of latest NAPP newsletter.</p> <p>Margaret advised that a patient had asked her about her prescription which mentioned she was due for a review. Geth clarified the patient needs to make an appointment with a nurse if it is for a chronic disease or a doctor. The patient reports that he was advised 'that the doctor will sort that out'. Action: Ann to remind the reception team on the correct procedure.</p> <p>Eunice mentioned the Earl Shilton optician did not know that Dr Thomas had retired.</p>
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Date & Time of the Next Meeting

Wednesday November 24th 2010, 7pm at Heath Lane Surgery