

**Heath Lane Surgery Patient Participation Group (PPG) Meeting**  
**31<sup>st</sup> May 2012**

**Apologies:**

Ann Sowman

**Present:**

Eunice Ward, Margaret Stevens, Ann Walsh, John Brown, Roger Ellis, Diane Lucking, Jackie Telford, Gethin Jenkins, Hazel Thomason, Stewart Watson, Wendy Edwards.

<b>Minutes &amp; Agenda</b>	Margaret had not received minutes
<b>Meeting</b>	Roger welcomed everyone to the meeting.
<b>Computer system</b>	Eunice asked how new computer system was working; Geth said it had gone very well. Ann agreed there had been no complaints from the patients and there had only been a few snags
<b>Practice update</b>	There had been a presentation given by Wendy MacKinnon from Parkinson UK. Ann asked how to let Parkinson sufferers know about the Parkinson group; suggestions were web site, library, and letter to patients.
<b>Web site</b>	A new member of staff had commented on the web site. Ann asked the group how it could be improved and how to inform the patients that there was a web site. Stewart will do posters; the practice will look into putting it on the Jayex board. Roger asked if the wording could be altered on the board also. The web site gets updated once a month.
<b>Practice Care Virtual Patient Ward</b>	Ann gave a short talk on this and said the Earl Shilton practice was a pilot for the scheme. This is mainly aimed at heart, lung and other chronic disease groups, trying to prevent patients going into hospital.
<b>Virtual Group</b>	Virtual group will be asked for ideas on website & practice leaflet and asked to respond to Hazel who will collate: <a href="mailto:hazt11@ntlworld.com">hazt11@ntlworld.com</a>

<b>Practice leaflet</b>	<p>Ann asked if the leaflet needed amending, updating and how to improve it. It contains practice info and is updated every time there is a change.</p> <p>Roger said the web site address needed to be included on it. Geth said yellow fever centre missing on leaflet, Walking group and PPG missing also, group said it could do with more pictures in leaflet. Roger said it could do with redesigning.</p>
<b>Changes to practice team</b>	<p>Elaine Pickering has joined receptionist team and has been in place for one month.</p> <p>Sally Dowsett employed as a bank receptionist.</p> <p>Practice advertising for a new full time salaried doctor in June interview date 3<sup>rd</sup> July.</p> <p>Dr Tura retiring in September, not general knowledge yet as she wishes to tell patients herself.</p> <p>Hazel asked if surgery had any plans if new housing estates go ahead. Geth responded that tentative enquires are being made to purchase extra land as they may have to extend as the villages grow.</p>
<b>Walking for health</b>	<p>John had been unable to participate in the walks for 4 weeks as he had been unwell. Julie, Paul and Pauline have all passed to become walk leaders and given equipment and are willing to help. Last week 31 people walked, and new members are joining.</p> <p>Unfortunately the group did not win the NAPP Corkhill award that Ann had put them forward for.</p>

<p><b><u>Any other business</u></b></p>	<p>Geth was asked if the doctors in the surgery where going on strike, the response was not at this moment in time.</p> <p>Ann said a patient had written in as they had been put on hold for 7 minutes when they had rung in. Ann had responded to the patient and asked the group to help by ringing in and monitor what the response was and let her know, also time of the call.</p> <p>Stuart said he had had a similar experience. The patient matters leaflet and E Bulletin leaflet were handed out.</p> <p>Ann invited the group to respond to the Community Hospitals review should they wish to do so.</p> <p>John Brown said he had been very ill and had had to call NHS Direct; he then gave a short input on what had happened and the short comings of the service.</p> <p>Ann gave apologies for next meeting.</p> <p>Roger asked for nominations for The Chairperson Vice Chair Secretary</p>
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**Date & Time of the Next Meeting**

Thursday 26<sup>th</sup> July 2012, 1900 hours at Heath Lane Surgery, this will be the AGM.