

Rowan Tree Surgery Patient Participation Group

Meeting on Wednesday 20 January 2016

Tony Colwell (Chair)(TC)
 Keven Brown (KB)
 Penny Hall (PH)
 Graham Marshall (GM)
 Hazel Nightingale (HN)
 Charles Neve(CN)
 Sandra Neve (SN)
 Susan Rose (SR)
 Jan Tan (JT)
 Denise Watts (DW)

In Attendance
 Denise Netherton (DN)
 (Practice Manager)

Apologies

		Action
<p>1. Apologies for absence</p> <p>a) There were no apologies for absence</p> <p>b) Tony stated that he had emailed the date and time of this PPG meeting to other members of the PPG who have previously attended but he had no response.</p> <p>c) Denise advised Tony to continue inviting other members who have previously attended.</p>		TC
<p>2. Matters arising from Minutes of Meeting on 4 November 2015</p> <p>a) Keven highlighted that there is no record of the minutes of September meeting being adopted.</p> <p>b) The PPG therefore agreed to adopt the minutes of September and November 2015 PPG meetings.</p> <p>c) Denise to arrange to put the minutes on the website.</p>		DN
<p>3. Next edition of Newsletter</p> <p>Charles distributed the front page of the January 2016 Newsletter. The PPG commended him on highlighting the fact that there were “1000” missed patient appointments last year. The PPG agreed that this number of missed appointments is disgraceful and unacceptable given that these appointments could have been attended by other more responsible patients. This cost should be further highlighted within the newsletter. Denise to give Charles the last 3 months figures of missed appointments.</p> <p>The newsletter would also include the following subjects:</p> <p>a) Health walks – Charles requested assistance in organising the monthly walks. Jan offered to assist and will discuss with Charles the location of the circular walks, dates and time.</p> <p>b) Denise to write a piece of practice information for the newsletter. This is to include the surgery refurbishment.</p> <p>c) Promotion of the “flu jab” for the over 65 - Currently there is a poor take up on this at the surgery as the “flu jab” is also offered at pharmacies.</p> <p>d) Invitation to join the PPG committee/ the virtual group.</p> <p>KB explained that there are now 22 virtual group members. These members need to be kept in the loop of communication with the PPG committee and activities. To engage with the virtual members, it is important to send out survey questionnaire to</p>		DN JT/CN DN

<p>find out what sort of activities/talks/information they would be interested to participate in. KB to arrange</p>	<p>KB</p>
<p>5. Ideas for "Whiteboard"</p> <p>CN passed round magnetic laminated cardboard watercolour character figures from Beatrice Potter stories. It is intended that children whilst waiting in the surgery could put these figures on the board to create a story for themselves. The PPG commended Charles on his artistic talent and excellent idea in producing the magnetic watercolour figures. The PPG agreed that Charles should complete his work to put the whiteboard in good use.</p>	<p>CN</p>
<p>6 Surgery Update</p> <p>a) The surgery is still looking for a doctor. So far there has been no response to the job advert before Christmas for a doctor. This is not unusual as other GP surgeries are also experiencing this. Dr Norman joined the surgery on a short term basis and will remain until July. The surgery will continue to use locums who have previously worked at the surgery.</p> <p>b) Hazel informed that she had heard people are waiting longer for appointments. DN would like to know more about this. Hazel to supply DN with more details of this.</p> <p>c) Sophie, the advanced nurse practitioner started on 2 November 2015. She works all day Monday, and only mornings on Wednesday and Friday. It is intended that she will slightly alter the way she works in February to include phone triage to help those with greatest need see a doctor ASAP.</p> <p>d) Denise has been approached by the Citizen Advice Bureau to run their surgery sessions once a month in one of the rooms at Rowan Tree Surgery. Denise indicated this would probably start in April.</p> <p>e) Denise informed the PPG that the surgery website is getting messy. Options to change the design format have been emailed to PPG members to decide. Please reply to the email sent. Denise to inform PPG of the preferred option.</p> <p>f) Denise handed out a dummy online Patient Access (Mrs Minnie Mouse) to illustrate what would become available to patients over time if there are granted wider online access to their personal medical records. It is intended to publicise this facility to patients and to roll it out in small groups as there are complex issues to consider with this programme. Patients would need to opt in to participate. The patient is responsible for its online confidentiality. The accessible online medical records have to be approved by the doctor. More details on accessing personal medical records have been emailed to PPG members.</p>	<p>HN/DN</p> <p>DN</p> <p>DN</p>
<p>7 Outside lighting</p> <p>Denise informed that TWBC has confirmed that there would be a light installed to shine at the path leading to the surgery.</p>	
<p>8 Ideas and plans for 2016</p> <p>a) Ideas for talks arranged by the PPG - Tony suggested that members of the PPG email him suggestions for ideas for talks and events for 2016 and on how they would arrange for them to be carried out. A few ideas mentioned in the meeting were First Aid, Mind, Diabetes, St Johns Ambulance and cardio-pulmonary resuscitation (CPR)</p> <p>b) The PPG agreed that the virtual group should also be invited to make suggestions and if possible on how the suggestions could be arranged. This could be linked with the survey to be sent out to the virtual members as stated in point 3d) of this minutes. KB to arrange this.</p> <p>c) There is uncertainty whether a summer fete would be organised this year. This is to be confirmed with Ritu, Number One community manager.</p>	<p>ALL</p> <p>KB</p> <p>TC, DN</p>
<p>7 AOB</p> <p>The Chiroprapist surgery session is on Monday afternoons. There appears to be a steady demand for the service.</p>	
<p>Next meeting: Tony to notify PPG members of the date of next meeting</p>	<p>TC</p>

There being no further business, the meeting closed at 8.45p