

The RED HOUSE surgery

Patient Participation Group

Minutes of the meeting of the PPG held at the surgery on the Tuesday 14th February.

Minutes as recorded by Graham Perry

AGENDA Item 1 - Introductions. - Welcome and Apologies

Graham welcomed all present apologizing for the lack of romance, meeting on such a special day. He asked that all those present print their name on the sheet that was circulating the room. This established those present as:

Graham Perry +

Allison

Anne

Betty

Christine

Claire-Louise

David

Dorothy

Fay

Gordon

John W

Judith

Huda Muhsin GP

Maureen

Michael

Nigel

Sheila

Sylvia

Jane Hanlon Practice Manager

AGENDA Item 2 - Apologies.

Apologies had been received from:

Angela Lovell

John Neale

Monica Catelinet

Robert Lea

Toni Rampello

Bonnie Twynham

AGENDA Item 3 - Adoption of Minutes

Copies were circulated and these were accepted as an accurate record and agreed to be published on the Practice Web Site.

AGENDA Item 4 - Matters Arising.

No matters have arisen that are not covered by items on our agenda.

AGENDA Item 5 - Guest Speaker(s).

Graham welcomed Pauline Jarvis and Trudy Stokes from "Action on Hearing Loss" to our meeting. They delivered a very informative presentation detailing strategies for dealing with people who have a hearing impairment and equipment available to help them or their families. This contained a fair amount of humorous anecdotes and they left us with ten information packs. They then facilitated an open forum and question session.

They stated that more packs are available if required and left contact numbers with Jane should any future questions be identified.

*In conclusion they encouraged all present to complete the five-minute telephone hearing check by dialing **0844 800 3838**.*

The Chairman thanked them both for their very interesting presentation in our traditional manner.

Agenda Item 6 - Patient Representation.

Graham Congratulated Allison on her recent election.

Allison thanked all present that had voted for her. She reported that the first meeting of the newly formed "Patient Congress" was planned for the 21st February and promised that she would "keep us posted" concerning any outcomes.

Agenda Item 7 - VPG Des Update.

David told us that he was pleased that 268 people had signed up to this initiative. On the whole they did represent the "Patient Base" that attended the surgery although there is a shortfall in representation from "younger people, men and people with various religious beliefs".

A more detailed and comprehensive report is attached as an appendix to these minutes.

Agenda Item 8 - GP Update.

No local practice news this month but it was reported that the Partners were waiting for the Board of the Clinical Commissioning Group to be elected.

Agenda Item 9 - Practice Update.

Jane reported that the car park entrance work was progressing and that the signage had been ordered. She asked if anyone present had any contacts that could quote to do the "white lining" required.

She also reported that the CCTV would be installed on the 23rd February and that a trial of a flat screen that displayed advertising was planned to take place. This would have the additional benefit that local notices could be displayed on a moving banner that scrolled across the bottom of the screen. A discussion took place as to what sort of messages could be included.

Agenda Item 10 - Walking Group News.

It was reported that a meeting had taken place with Vicky Clark, The "Fit for Life" coordinator for MK. As a result plans are in place for the walks to start soon. The first walk is planned to take place to coincide with a future protected time session as this had the added advantage that the car park would be relatively empty as no patients would be in attendance. Initially these would be ½ to ¾ hour walks. It was also reported that walk leaders will be required to attend a short training scheme as accreditation from this would secure us the required insurance cover.

The first Walk is planned for the 25th April – all welcome – watch the notice board for more information

Agenda Item 11 - Newsletter Proposals.

The Chairman reported that he had proposed that we fund an extra newsletter each year. This would mean 3 issues (the extra one to coincide with the outcome report from our patient survey). Our treasurer had expressed some concerns about our ability to meet the cost of this.

Graham had sent an email out to core group members concerning content for this extra copy but apart for suggestions concerning the name of the walking group he had received a disappointing response to this.

Graham said on reflection the DES only required the survey report to be published on the website in order to secure funding and as a result was withdrawing his suggestion. A vote was taken and the group decided to restrict our funding to two issues.

Jane added that she did have on file various articles that had been previously submitted and that as the newsletters contained mainly surgery information then if it was decided a “special edition” was needed the surgery could possibly fund this.

A/P - Graham agreed to organise a competition to choose the name of the Walking group!

Agenda Item 12 - Practice Mailing.

Jane reported that this had taken place and that it was considered as reasonably successful. Only 2 people had actually responded and both of these concerned newsletters that had been sent to very young people.

Agenda Item 12 - AOB.

Car Park. It was reported that the surface of the car park has deteriorated quite badly with several unsafe potholes appearing. Also a concern was raised concerning the existing lighting and its effectiveness. Jane told us that the existing high level lighting had been “dipped” several times following complaints from residents who live in houses to the rear of the surgery.

Constitution. Following the chairman’s request for a constitution that formerly listed officers, AGM’s etc it was reported that David Lloyd has done some very useful preparatory work on this. As a result a copy of a “framework” document was circulated for discussion at our next business meeting .

A/P – All to consider this and bring constructive comment to next meeting.

MEETING CLOSED @ 8pm

Date of Future Meetings

*Core Group Meeting March 7th – 12:30pm
Next PPG Meeting March 14th – 6:15pm – Business Meeting*

Online Patient Reference Group Monthly report February 2012

Recruitment continues to thrive, as of this afternoon there are XXX registered members

As reported previously the membership represents the mix of patients who are seen at the surgery; however this is not the same as being fully representative of the patients registered with the practice. We have not recruited enough younger patients, and we need more men. All racial groups apart from White Britons are under-represented, and people with religious beliefs other than Christians and those with no beliefs are under-represented. Staff at the surgery are continuing to target these underrepresented groups.

Survey one closed in mid January. 176 patients have responded. A detailed report and an executive summary were presented to the partners in the last week of January. This was discussed at a meeting with the management group on 30th January. The partners, with Jane’s assistance, have now produced an action plan that responds to the issues raised by the survey. The summary and action plan have been posted on the website, together with a link to a page where comments on the survey and the action plan can be posted. There is also a link to request a copy of the full report, and a space to leave suggestions for future surveys and developments. This comments and suggestions page will stay open until the end of February. All patients who are registered members were sent an email alerting them to the report and action plan and seeking their comments.

A few patients had contacted the surgery to comment that they were not happy being called virtual patients! In view of this, and having checked the names adopted by other surgeries the name of the DES project has been changed to “Online Patient Reference Group”

The data from the survey has been combined with the demographic data that was collected as people registered with the group. We have been mining this combined data set looking for patterns. Thus far no strong associations have been discovered. Predictably it looks as if the patients who think early morning and evening appointments are important or very important are predominantly in the age groups that go out to work, and the people who go in to talk with a receptionist to make an appointment tend to be a little older than those who phone in.

Other work with the combined online PRG and the PPG. The survey system was used to conduct the election of the Red House Patient Representative. An initial mailing sought nominations; the details supplied by candidates were used to build a survey to be used for the actual voting and finally the result was circulated to all Online PRG and PPG members. 130 votes were cast. We are required to provide an audit trail to demonstrate that the election was free and fair. This was easily done by providing copies or screen-shots of the various pages from the Survey Monkey.