

MINUTES OF AN OPEN MEETING OF THE PATIENT PARTICIPATION GROUP
HELD AT THE RED HOUSE SURGERY 241 QUEENSWAY, BLETCHLEY ON
29THSEPTEMBER 2009

Present:

Patient Representatives: Sylvia Ellwood (minutes) Dawn Adams, Peter Barnes, Diane Barnes, Christine Cartwright, Maureen Grant, Tony Mabbot, Anne Nash, Toni Rampello, Rosaline Shunmoogum, Radha Shunmoogum, Michael Whithand. Keith Armstrong, Pam Armstrong, Ian Thomas, Annette Thomas, John Neale, Victoria Shiner, Geoffrey Lee, Robert Lee, John Roberts, and Angela Rice.

Surgery Representatives: Nigel Fagan (GP) Janet Goodman (GP) Huda Muhsin (GP) Mrs. J.Hanlon, (Practice Manager) Sylvia Hodkin (Practice Nurse) Helen Day-Thomas (Receptionist)

Apologies: Nigel Vaughan, John Needham Jill Needham, Sheila Dale, Carolyn McIver, Judith Westell, Sandra Agnew, Doug Bull and Allison Carlton.

Guest Speakers – Whaddon House Surgery: Toni Fisher, Practice Manager and Alan Hastings PPG Chairman and Deputy chair of LINK MK.

This was an “open meeting” because Toni and Alan kindly came to advise us as to how they run their meetings etc., and to offer any advice or help we might require.

They talked about the various adjuncts/ organisations which are helpful and can be called on such as LINK with which Alan Hastings is very much involved. Alan said that a local involvement network is an excellent thing; LINK is a mouthpiece for people and helps to get things done

They have 14 members in their PPG and described the various things which they have dealt with in regard to their surgery appointments system. They have arranged an “Early Bird” booking scheme; this is for people who work and need appointments early in the morning and in some cases on Saturdays. They can book 3 weeks in advance for Doctors and 6 weeks for Nurses. They admit that this does need some policing, i.e., they try to ensure that people who do not need these appointments don’t get them.

On the question of missed appointments, they say that it is better for the PPG members to take other patients to task over these rather than have the Doctors deal with it.

They have a “Parkinsons Group” and are planning more groups to cover specific needs. However, they need a bigger building which is what they are working to secure at present. They also have a Citizens Advice person who comes once a week to their surgery, this helps people who need advice and is an extra aid to control stress in patients.

They are working on a proposal to use their Television to give customer service videos to advise patients.

They thought we should try to get some younger members; Toni is to advertise Whaddon House by putting information in their local schools.

They also talked about a transport system within the surgery to help elderly people to attend hospital appointments etc. but not too sure about the question of Insurance!

Alan also mentioned a meeting on 30th October at the Age Concern Offices at Peartree Bridge which would be open to our PPG Group should anyone wish to attend.

After a vote of thanks Toni & Alan left.

Our group continued to discuss various items, Peter Barnes wanted to understand how the PPG works within the surgery's general running.

Michael Whitehand commented that people should not be afraid to make any suggestion which they might have, however small; as quite often things which one thinks are not worth mentioning can turn out to be excellent ideas.

Sylvia Ellwood suggested a "Tips" corner in future Newsletters, because there are many useful things to do which, other people may have (a) forgotten or (b) have never heard of.

Jane H mentioned that assistance in running the group will be necessary and it was noted that Sylvia E has offered to assist with minute taking. Thanks were offered to Sylvia Ellwood and Maureen Grant who have kindly attended the surgery and promoted the newsletter and PPG to patients in the waiting areas. Rosie Shunmoogum kindly volunteered to monitor the PPG comments and suggestion box. Those attending were asked to complete a form indicating any particular interest they have and giving contact details. It was agreed that email addresses would be kept confidential whenever possible and should not be forwarded to any one outside of the group. It was also agreed that Red House PPG would be put in the subject box of any emails so that those receiving them would realize they are not "junk mail".

It was decided to discuss no more than 6 subjects per meeting.

The next meeting has been arranged for 6 weeks time on Tuesday, 10th November.

There being no further business, the meeting was closed at 7.45 p.m.