

THE RED HOUSE SURGERY

Red House Surgery - Patient Participation Group

Minutes of meeting held on Tuesday 30th June 2009 @ 6pm

Present:

Patient representatives: Mr N Vaughan, Ms A Carlton, Mr M Whitehand, Mrs C Cartwright, Mrs S Ellwood, Mrs M Grant, Mrs D Andrews & Mr D Bull.

Surgery representatives: Dr N Fagan, Dr N Bunting, Mrs S Hodkin, Mrs S Whitefoot & Mrs J Hanlon.

Apologies: Mrs Toni Rampello, Dr P Staten, Dr H Muhsin & Mr J Needham (received after the meeting)

It was decided that a brief introduction around the table would again be useful as there are new members to the group this time and those new were welcomed.

It was suggested that it may be helpful for future meetings if those attending wore name badges (first name only) and Jane said she would organise this. The sharing of email addresses was discussed and it was confirmed that it is possible to hide alternative addresses.

Some discussion took place on the approval of the notes/minutes from the first meeting and they were agreed and will now be posted on the practice website. It was also suggested and agreed that in future members of the group would have 48 hours to respond to the minutes and that after this time they will be posted on the practice website and the PPG notice board as waiting for each meeting, for approval of the minutes would result in delay of communicating with the practice population.

The meeting was perhaps not as structured as previously and did not follow the agenda as such. But ideas were flowing for the newsletter which was agreed at the first meeting. Some concern was raised over ideas to write about products which a group member had recommended due to this being perceived as an endorsement by the practice and it was suggested that any recommendations can always be sent to the practice and the GP's will then be able to use such information as they deem appropriate. It was suggested and agreed that the newsletter does not contain any advertising whatsoever.

Sylvia E had kindly prepared a sample of her cake recipe which was sampled and enjoyed at the end of the meeting. She also had a number of other very interesting handy hints and tips which were thought to be ideal for entry in the newsletter.

It was noted that Jane had applied to Health MK for the 1k towards the setting up of a PPG and had bid for the notice board, comments box and newsletter costs. This has been approved. Discussion took place on the necessity of having a treasurer and a separate bank account with signatories and it was agreed that at present a clear audit trail would be available on funding received and any expenditure undertaken but this could be reassessed in the future if assets are increased with fundraising etc.

Mention was made of the second hand book sales and Jane said that a member of staff has agreed to be responsible for receiving and checking of books donated to make sure they are appropriate for the waiting room and to monitor and report on the funds raised and how they will be used. Some concern was raised over whether second hand book should be sold due to the possibility of infections being harboured on such items but it was felt that this would be no different from using the library service. Christine suggested a slip/bookmark for enclosure in each book explaining about the PPG and giving contact details. This was thought to be an excellent idea and Christine agreed to write up something appropriate.

It was agreed the notice board would be placed in downstairs waiting area above the second hand book table along with a suggestion box to accommodate patients who may wish to make contact directly with the PPG. Alison offered to supply material for the notice board and suggested that a member of the group take responsibility for monitoring and updating the notice board and receipt of comments. This will be put on the agenda for the next meeting to try and get a volunteer.

Also suggested was the possibility of setting up a red house email address for patients to contact members of the PPG rather than personal email addresses. Jane said she would speak to the IT department at the PCT to organise. However, again it will be necessary that the inbox is regularly monitored to ensure that emails are acknowledged and any necessary action taken and again this will need to be taken over by a member of the PPG in the future.

The expansion of the group was discussed and it was agreed that any persons expressing an interest in joining the group should be allowed to attend although this may lead in the future to the necessity to have a structured committee with sub group working on projects. An alternative meeting venue is possible in the upstairs waiting area. Mention was made of the importance of encouraging patients from all different backgrounds with a mix of age and ethnicity and Jane outlined how the practice has tried to make contact with people. Some mention was made of the need to possibly offer alternative times to meet in future in order to accommodate different people.

The items proposed for the newsletter were all approved and Alison suggested that an editor is required and agreed to undertake this. Toni Rampello had previously offered to organise the typing up of information and so although she was not present it was agreed that Alison and Toni work together and be sent items. It was agreed to try and produce a newsletter quarterly, the size of which will be decided but certainly no more than two A4 double sides. All items for the newsletter need to be sent to Jane at the practice as soon as possible but by the 28th of July at the latest. Jane will forward them to Alison and Toni. The editor will decide on whether some items will be kept for future issues. A copy of newsletter will be placed on the website and hard copies will be available in the surgery. District Nurses have offered to take copies to housebound patients when they undertake their visits.

The new surgery logo was shown and it was felt that it would be good to incorporate this in the newsletter if possible although the colour ways are obviously more expensive. Nigel V had kindly prepared a quote for print costs as well as comparative costs from alternative suppliers but this is for the basic costs and colours will be addition. It was agreed to try and get a consistent look to the newsletter so that patients will readily identify with future issues.

With regard to future meetings it was suggested that as the group is still in its infancy that it would be best to meet monthly to begin with, moving to bimonthly in the future. The date of the next meeting was agreed as Tuesday 28th July at 6pm.