

THE RED HOUSE SURGERY

Red House Surgery - Patient Participation Group

Minutes of meeting held on Wednesday the 27th of May 2009 @ 6pm

Present:

Patient representatives: Mr N Vaughan, Mr J Needham, Mrs T Rampello, Ms A Carlton, Mr M Whitehand, Mrs C Cartwright, Mrs S Ellwood.

Unfortunately, one expected patient did not attend the meeting.

Surgery representatives: Dr H Muhsin, Dr P Staten, Mrs S Hodkin, Mrs V Toombs & Mrs J Hanlon.

The meeting opened with Jane Hanlon welcoming and thanking all for attending this first meeting of we were grateful to have expert advise from Mr John Needham a red house patient and also the local LINK:MK representative (local involvement network) and Alison Carlton also a red house patient and also a communications manager with MK PCT who has been instrumental in the production the Red House Patient Participation Group. Introductions from all those present were made and of a handbook on the setting up and organisation of a PPG, draft copies of which Alison circulated to the group.

Brief details of the practice were noted on the agenda and these were not discussed as all present seemed well aware of the practice profile. The patients attending have all been registered for varying lengths of time at the practice and all appeared to have a lot to offer the group with ideas and a wealth of experience and plenty of enthusiasm to make this PPG a success. Some discussion took place on how often the group should meet and it was felt that this may vary depending on what needs to be discussed and whether the group wanted to meet separately from members of the practice. It was felt that ideally we would like to have a variety of members for the group including carers, young mums, commuters, retired, different ethnic backgrounds and disabilities in order that we can get objective and varying feedback from all differing practice population which we serve and it may well be necessary to meet on varying days and at different times of the day in order to accommodate all interested parties.

Mr Needham explained his work with the Link:MK and said that with the groups approval he would now register us with the LINK:MK database and we would receive information via their organisation.

It was noted that the practice has joined NAPP the national association for patient participation and the group were invited to read and borrow the handbook. Newsletters were also available for those who wished to take one.

Jane said that she would write up brief notes of the meeting today which would be circulated to all present. Mention was made that it will be necessary for people to give consent for their email address to be circulated but that it would not be a problem if people preferred to keep their details private as any communication can be undertaken via the practice.

It was suggested that the group will act as a source whereby the practice can ask for patient feedback for any new ideas, plans that they are proposing. It is anticipated that the group will also provide the practice with feedback and allow the practice to see things through the eyes of the patient population.

Jane suggested the group may like to take ownership of a notice board and perhaps a patient suggestion box, to both inform the practice population of its work and help with recruitment. Attendance at practice events such as the flu clinics and fundraising events may allow patient interaction and help the group evolve. The group members had many varied and interesting ideas such as a listening ear for bereaved patients, explanation of why particular questions are asked. The possibility of drawing up a self help memo for patients to complete before visiting their GP to ensure that the most relevant information is passed on to the GP and not forgotten which would help both the patient and the GP with regard to diagnosis and time management. Connection to local parish council newsletters/websites, retirement complexes and other groups to promote the website and the patient group.

It was felt that one idea which would be extremely beneficial would be the introduction of a newsletter. It was noted that the practice website has now been live since October and has recently been developed further to accept secure on-line repeat prescription requests, cancellation of appointments, change of address details and some basic information on how to register at the practice. It was agreed that it is important that as the website develops the same information is available via a newsletter which would be available in the practice and could also be given to housebound patients who are visited by our District Nurses. Offers for help with typing were made from Mrs Rampello and Mr Vaughan offered to try and assist with printing at cost price.

A number of suggestions were made by the group including:

- Recipes – a fatless/sugar free sponge suitable for diabetics
- General infection control measures
- Profile on individual surgery staff
- Flu clinic information
- Fundraising ideas
- Appointment list of pertinent information for the GP

Samples of newsletters produced by other PPG's were circulated for ideas.

Alison Carlton and John Needham both who have had experience with PPG's suggested that the group move slowly to begin with and both felt that the collection of information to form a patient newsletter would be a very useful first project.

With the first project for the group agreed as the newsletter and a wealth of information shared the meeting was brought to a close with the suggestion that we meet again in a month in order to give ourselves time to consider the information we have shared and hopefully progress further with the development of the group. The date of the next meeting was agreed as Tuesday the 30th of June at 6pm.

Jane said that she would circulate details of her practice email address and direct telephone number in order that members of the group can contact her at any time.