



**Salisbury House Surgery Patient Participation Group
Notes of Meeting held on 12th October 2015**

Present: Monica Howlett - Chair of Meeting
Tina Ralph
Peter Albertella
Zadie Hartwig (Notes) – Practice Manager

Apologies: Amy Huxtable-Reid, Ian Reynolds and Patrick Cronin
SHS = Salisbury House Surgery
PPG = Patient Participation Group
LBPPGN = Leighton Buzzard Patient Participation Group Network
BCCG = Bedfordshire Clinical Commissioning Group

These are notes rather than verbatim of the meeting.

1. Welcome and departures

- MH informed everyone that Mike Bonham has resigned from the PPG and is doing some work with citizens advice.
- Two new potential members shown interest in membership. MH to follow up with PPG information and details on joining.

2. Notes from 7th September 2015 – All present agree accuracy

3. Matters Arising

- **Survey Graphic Results:** Pictures and format to be reviewed. A template for graph format on results to be made for future questionnaires. **Action:** MH to explore template.
- **Text reminders:** Zadie informs that SystemOne has been set up to send reminder texts 24hrs before patient appointments. DNA figures are expected to decrease over coming months due to reminder text message. **Action:** ZH to inform of results at later stage.
- **Online results facility via SystemOne:** Currently on hold whilst surgery concentrates on Health watch visit on 13/10/2015

4. LBPPGN

MH informs members that currently SHS are still to appoint one member of our PPG, Tina had volunteered but should attend a few more SHS PPG meetings first. Monica plans to write to all PPG members to inform them that the elections for Chair and Vice Chair of the Leighton Buzzard PPG Network Group are planned to be carried out in March. All PPG members are able to apply, and any member who may be interested should become a member of the Network Group now. **Action:** MH to inform all PPG members of elections.

PPG Booklet – MH informed all present that Bassett Rd Surgery have drafted a version for the elderly and vulnerable patients. The plan is to publish the booklet before Christmas. Assistance is being requested from all Surgeries and PPGs for delivery of booklets. Suggestions made from all present include,

- offering booklet to wardens in sheltered accommodation,
- housebound patients could receive via the surgery reviews.
- Helping hands may assist
- Possibly social workers may distribute to their caseload.

Demonstrator project – MH informs all that the project has been relaunched. Leighton Rd Surgery still form a part of the pilot.

A survey by Healthwatch and complaints to the BCCG have raised issues surrounding the patient transport service and facilities for patients to attend hospital appointments. LBPPGN did explore options available in LB and are currently in discussion with personnel who have previously assisted in the setting up of a transport charity group to see what this entails.

5. GP input

- No Doctor attended the meeting. **Action:** *MH to place on Agenda for next meeting. Discussion surrounding what they would like from GP attendance and how often.*

6. Practice Manager Input

- Dr West will be staying at SHS until the end of the year as a locum; this will give Zadie more time to recruit for another permanent GP.
- Appointment system review is planned to take place at the end of October. Supply and demand style audit.
- Health watch will be conducting their 'enter and review' visit on 13th October. MH has agreed to attend the enter and view visit from health watch to speak to health watch team.

7. Any Other Business

- **Face to Face:** MH informed group that all information packs with regards to face to face visits are still available in reception should members wish to volunteer to cover a face to face session. We should plan to attract a younger target of patients.
- **Representation at LBPPGN:** PPG still need another PPG member to attend LBPPGN meetings alongside Monica. Tina has expressed an interest but needs to have attended a few more of the SHS PPG meetings first.
- **PPG Recruitment:** Virtual membership discussed and decided that we should offer this. We would need to use the PPG e-mail address to be able to do this, and possibly elect a dedicated person to carry this out. ZH is happy to explore the option of SMS on the next recruitment drive.
- **Newsletter:** MH has suggested that we start to think about the next PPG Newsletter edition. **Action:** MH to liaise with Amy to get the template for the newsletter. All to give consideration to content.

Next meeting on Monday 23rd November

18.00-20.00

at Salisbury House Surgery