

Salisbury House Surgery Patient Participation Group Notes of meeting held on 07th Sept 2015

Present: Ian Reynolds – Chair of Meeting
Tina Ralph
Mike Barham
Patrick Cronin
Zadie Hartwig – Practice Manager

Apologies: Amy Huxtable-Reid, Monica Howlett, Lewis Emmett, Peter Albertella, Phil Taylor

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

- Ian introduced Tina Ralph, who was interested in joining the PPG and introduced the existing members. Members welcomed Tina.
- Ian has informed members that Phil Taylor has requested to suspend his membership within the PPG at present.
- Lew Emmett has requested that he not attend meetings from now on but be treated as a “virtual member” if that is agreed by the group.

2. Notes from 20th July – All present agree accuracy

3. Matters Arising

- **Appointment Survey:** appointment survey results are due to go into graph form. Zadie has informed members that Sally Szuca from SHS is currently working on this.
- **SystemOne Texts:** Zadie informs that SystemOne has been set up to send reminder texts 24hrs before patient appointments. There have been a few times that this has failed to automatically send. Issue has been escalated to an external IT support department to help resolve.
- **Meeting Notes on SHS PPG section website:** Uploaded, and this will continue.
- **Reception Suggestion box:** Update on progress on production of new suggestion slip is required.

4. LBPPGN meeting on 23rd July and 2nd Sept. Monica attended

- Monica was able to attend.
- Health watch attended LBPPGN Meeting, explaining their area of work Health watch attend surgeries as a ‘enter and review’ process which entails health watch producing a report. Report will conclude of findings from speaking to staff, patients, reviewing services on offer, building structure.
- Monica suggested that members visit the Health watch website and more specifically the ‘enter and review’ section on the website.
- Health watch are currently recruiting more volunteers’ to participate in enter and review in surgeries, more details are on the health watch website.
- Health watch will regularly attend the LBPPGN meetings
- LBPPGN members discussed working towards producing an A5 booklet outlining local resources for the local elderly population. Bassett Rd Surgery is taking a lead on this project and aim to have a finalized booklet by the end of November.

Action: *Monica to obtain draft copy of booklet before batch is printed, as PPG members would like to view first. Zadia is worried over data protection with regards to PPG members' hand delivering to SHS patients. Monica to feed this point back to LBPPGN members. Mike Barham suggested that booklets are given to local Pharmacies to distribute, Monica to feed this suggestion back to LBPPGN members.*

5. GP input

- No Doctor attended the meeting.

6. Practice Manager Input

- Zadia informed members that both Dr Vogwell and Dr Teehan are settling into the surgery well. SHS has received some very positive feedback for both of the GPs.
- Nurse Practitioner Debbie Johnson will be starting on 08/09/2015. Debbie has district nursing background.
- Dr West will be staying at SHS until the end of the year as a locum; this will give Zadia more time to recruit for another permanent GP.
- Appointment system review is planned to take place at the end of October.
- Zadia anticipate CQC inspection will be towards the end of the year.
- Health watch will be conducting their 'enter and review' visit on 13th October. Zadia has requested that a PPG member comes in on a set time to spend some time with health watch speaking to them as a PPG member.

7. Any Other Business

- **Face to Face:** Patrick conducted a face to face session and informed members that the results from his session were very positive. Patrick will hand results to Monica in due course.
- **Representation at LBPPGN:** Due to Phil Taylor suspending his membership, PPG will now need another PPG member to attend LBPPGN meetings alongside Monica. Tina Ralph has agreed to attend the next LBPPGN meeting to explore what LBPPGN entails.
- **BCCG Workshop:** PPG members are invited by BCCG to join to participate in a workshop to set out priorities for 2016. Meeting is being held on 15/09/2015, further details can be found on BCCG website.
- **Virtual membership:** Due to the very small attendance, Ian suggested that Lew's request for virtual membership and the whole issue of virtual membership be postponed until a future meeting. (Monica to schedule discussion)

8. Feedback

- Ian informs all present that Christopher Vant has showed interest in joining the PPG. Ian is awaiting a reply from Mr Vant with regards to membership.
- Ian monitors the PPG e-mail address and distributes correspondence when necessary. Ian will circulate the latest edition of the NAPP newsletter.
- Mike informs all members that the PPG notice board has been kept tidy and up to date. Monica has a 'walking for health' poster for the PPG notice board. PPG meeting notes have been suggested to be on display on the notice board in larger font.

**Next meeting on Monday 12th October
18.00-20.00
at Salisbury House Surgery**