

Salisbury House Surgery Patient Participation Group Notes of meeting held on 18th December 2014

Present: Monica Howlett - PPG Temp Chairperson
Ian Reynolds
Eva Jones
Phil Taylor
Peter Albertella
Mike Barham- Observer
Amy Huxtable-Reid- Salisbury House
Jean George – Practice Manager
Dr C Marshall- Salisbury House

Apologies: Lewis Emmett, Annette Lamb

SHS = Salisbury House Surgery
PPG = Patient Participation Group
LBPPGN = Leighton Buzzard Patient Participation Group Network
BCCG = Bedfordshire Clinical Commissioning Group
LBCB = Leighton Buzzard Clinical Board (Previously LHDG)
L&D = Luton and Dunstable
OOH = Out of Hours
PEF = Public Engagement Forum

These are notes rather than verbatim of the meeting.

1. Welcome

- Monica introduced Mike Barham who has expressed an interest in joining the PPG after seeing posters around the surgery. Mike explained he had moved back to Leighton Buzzard after being abroad and was interested in getting involved in the community.

2. Minutes from last meeting- 27th October 2014

- Amy to check spelling errors and correct.
- Monica talked to Tom with regards to continuing to be involved in the PPG which he was still interested in doing so but his wife has recently passed away.
- Monica admitted she was still due to send out the PPG contact list of members.
- Finalising the group constitution, included members agreeing to amending the minimum commitment to attending 50% of the meetings. Phil suggested it should state that there should be a Chair and Secretary as a minimum. Ian suggested that meetings should be changed from being to either Monday or Tuesday should be changed to just Mondays, which was agreed by the group. Minor rewording changes also discussed. Monica to circulate the amended version for final approval.

3. Matters Arising

- Appointment surveys- Monica had discussed the groups concerns on what the data would be used for in the long term. LBPPGN confirmed it was for the surgery to use, only. In the future it could be used with the data anonymised but this would have to be agreed by all PPG's first. The survey yielded 176 responses which now needed putting onto a spreadsheet template and submitted to another PPG volunteer for analysis. Eva and Monica agreed to meet at that surgery to do this together. Members

who came in to survey the pt's found them to be responsive but bad busy walk in days were less receptive.

- Monica and the group members took time to say they goodbyes to Jean and thank her for her support and wish her good luck.

4. LBPPGN meeting on 28th October 2014

- Not many members where able to attend.
- The group position statement had been confirmed and was going ot be widely circulated.
- They were looking for individual PPG input on what issues should be addressed in the future.
- Monica announced had resigned from the joint group and so another rep was required from the SHS PPG.

5. GP input

- Dr Marshall took the time to explain that Jean was leaving at the end of the month and that he would rather she stayed. He also thanked her for her time and effort.
- He explained that a new Practise Manager had been appointed and that they were not from SHS. He admit that this new PM would be part time and only be working 26hrs a week which could be a risk.
- Eva asked whether the part time employment Practise Manager was a cost cutting measure. He explained that applications were low and that they had recruited the applicant who only wanted part time hours.
- Monica asked whether the surgery had any luck with GP recruitment, Dr M explained it had been difficult and was ongoing.
- Monica asked whether there had been any update from the LBCB. Dr M explained collaborative working from the 4 surgeries was necessary for the future.

6. Practise manager Input

- Jean explained that Dr Singh left last week and the GP that had been sourced had changed their mind about coming to SHS. A recruitment company has been tasked to find someone. She explained that she is now starting to see complaints coming in as there are no pre-bookable appointments on offer. She explained that each complaint was taken on its own merit and appointments were released in special circumstances.
- Jean explained her last day was 30th December and that Zadie the new Practise Manager, was due to start 5th January 2015. Jean explained the PPG meetings were written into her contract and that she may ask for a lunchtime/evening rotation. Based on her existing commitments.
- Jean had had requests for school students from Aylesbury to come and do work experience. PPG agreed that this would be fine as long as their expectations were managed so they know what they would be able to do.
- Monica asked if locus were now being used to help cover some sessions. Dr Marshall confirmed they were being employed on odd days. Monica asked if the surgery would consider having nurses also do medication reviews as well as the doctors to help free up some appointments. Ian raised his concerns that there is no continuity of care and there doesn't seem to be anything that can done about it.

7. Any Other Business

- **Next PPG meeting:** Monica announced that the next PPG meeting would be scheduled for 12th January 2015 and plan to have them 6 weekly after that.
- **Staffing:** Jean explained in addition to the absence of a doctor the surgery also is need of another receptionist.
- **Noticeboards:** PPG asked if able to help maintain all surgery noticeboards, agreed to raise this with new Practise Manager.

8. Appointment of Chair

- Monica explained that she was a only a temporary Chair and that this time had now lapsed. In absence to any applications for the role Monica proposed a distribution of current group tasks to make the role more appealing.
- The roles and tasks were discussed and members agreed to help, details below:
 - Communication with new recruits- Ian
 - Monitoring email and circulating information received- Ian
 - Newsletter- Amy content and David (her husband) design
 - Monitoring the NAPP website and circulating relevant information- Phil
 - Maintaining the PPG notice board within the surgery ensuring appropriate paperwork available- Eva
 - Maintaining PPG section on surgery website- Phil
 - Membership x2 of the LBPPGN group- Monica and Phil will try
 - Preparing and Circulating Agenda for surgery PPG meetings- shared Monica (Chair) and Eva (Vice Chair)
 - Chairing/managing surgery PPG meetings- shared Monica (Chair) and Eva (Vice Chair)
 - Taking and circulating surgery PPG meeting notes- Amy

**Next meeting on Monday 12th January 2015
from 6pm
at Salisbury House Surgery**