

Wye Surgery  
Minutes of Patient Participation Group Meeting  
Annual General Meeting  
Tuesday 15<sup>th</sup> May 2012 @ 6pm

<b>Present</b>	Chairperson – Mr A Billington Dr Jolyon Miles Dr Jessica Crouch Mr T Golding – Ashford ACCG PPG Representative Mr B Millar – Locality Director for Ashford and Thanet CCG Mrs Jo Shepherd – Practice Manager Dr J Fletcher Mrs P Fletcher Ms P Halligan Mrs M Nicklin Mrs J Andrews Mrs D Chenery Mr J Morris Mrs V Perez Mr D Thake	<b>Action</b>
----------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------

**Apologies** Dorothy Chambers, Enid Gould and Janet Bayne  
Mr Billington opened this first Annual General Meeting and gave a brief outline of the group and its members; he thanked everyone for their continued support. The group welcomed Mr Golding the PPG representative on the ACCG.

- 1) **Minutes of Last Meeting** - these had been previously distributed and agreed as correct.
  
- 2) **Matters arising – Parish magazine article** – Mr Fletcher asked what had happened with the article and when it would be going into the Parish News. Jo Shepherd reported that we had made a few amendments to the article and Mrs Fletcher read it out to the group. After clarifying that the article was to go in the Parish new rather than be used as a flyer all agreed the article was very good and supported its publication. Jo Shepherd to forward to the Magazine office. A copy of the article will be included with these minutes. **J.S**  
**H.G**
  
- 3) **Wye Surgery Annual Report** – Helen distributed a copy of the

Annual report which had been submitted to the PCT at the end of the financial year. A copy will also be attached to these minutes. **H.G**

- 4) **Report from Wye Surgery** – Jo Shepherd had planned to present a report from Wye Surgery however most of her points had been covered either in Mr Billingtons opening address or the Annual report therefore Jo will revise her report and a copy will be sent with the minutes. **J.S/H.G**

- 5) **Adoption of Constitution** – It had been suggested that as a group we should have a constitution. Jo Shepherd and Helen had drawn up a draft copy for all to look at. The group were in agreement that we should have a constitution but felt they would rather take it away to read and digest then feed back any comments. This was agreed and a copy will also be sent with minutes so that those not present can contribute. **H.G**

- 6) **Election of Chair/Vice-Chair and Secretary** - Mr Billington gave the group the option of an anonymous vote on a slip or a verbal vote around the table, the group were happy with a verbal vote. The following posts were elected:

**Chair person:** Mr Alan Billington. Nominated by Mr Thake and seconded by Mr Morris.

**Vice – chair:** Mrs Enid Gould Nominated by Mrs Shepherd and seconded by Helen Goodman.

**Secretary:** Jo Shepherd informed the group that although Helen had carried out this role for the last year it really should be covered by a patient member. Therefore Mrs Fletcher was nominated and seconded.

- 7) **Questions and Answers with Dr Crouch:**  
Following last months very informative presentation by Dr Crouch on the ACCG, questions had been sent in before hand and Dr Crouch was then able to get answers from the relevant people if she was unable to answer. The following subjects are some of those covered in the Q&A Session.

- **Public Health** – Mr Thake said he had some contacts that had been working on Public Health in Greenwich and would ask them for a review on how there work has progressed.
- **Health and Well being boards.**
- **Make up of CCG's** to include a Consultant
- **'Not about me without me'** Mr Thake felt this was being very much over looked, Dr Miles reported that if this is what the group felt it should definitely be feed back to the ACCG via Mr Billington.
- **Continuity of care** – the question had been raised about Oncology services at Maidstone Hospital were a

Consultant had retired and patients have never seen the same clinician, how can PPG's stop this happening. Dr Crouch informed the group that some services will remain outside the work of the ACCG, these would include, Oncology, Maternity service, Health Visitors, Prisons and Dentistry.

- **In House Clinics**
- **Training of GP's** – Dr Crouch reported that progress had been made at the monthly meetings held for GP's, changes had included the streamlining of blood test and only requesting specifics rather than block sets of bloods, this had defiantly shown financial savings.
- **Independent Foundation Trust** – The question was raised as to how we prevent a two tier health system if consultants are tendering for work in the private sector. Dr Miles informed the group that there had been no increase in consultants fees since 1992 and when contracting services the priority will always be the best health care possible, tariff prices are the same for services provided in both NHS and Private sectors.
- **How are Hospital Trusts Elected** – Mr Millar explained that anyone can apply to become a non-executive member of the trust board, there are currently three people from Ashford on the board. Mr Thake also informed the group that both the William Harvey Hospital and the Kent and Canterbury Hospital are setting up PPG, Mr Thake and Mrs Gould are intending to attend these meetings.
- **Any qualified provider** – Mr Millar explained the process for providers to become accredited informed the group that there are rigorous criteria to be met which are set at national level. He also explained that there is nothing wrong with a Surgery applying to become a qualified provider if they feel they can offer the best service available and meet all the criteria.
- **The role of PPG's** – Bill Millar went on to explain that the PPG's can become more involved by maintaining the following:
  1. Keeping and maintaining trust and support of Surgery Staff.
  2. Keep nibbling away for answers all work is very much 'work in progress'
  3. Feedback to ACCG via the PPG representative any services which are not providing the expected service.
  4. Use Health watch, who will replace PALS and the Link as another channel for complaints.
  5. Feedback to our patients reports of both good and bad service.

D.T/E.G

Mr Thake thanked Mr Miller for his input in this evening Q&A session and said he felt some of the answers given tonight really

ought to be communicated to the public as they would certainly dispel some of the myths out there. Mr Miller suggested that this was feed back to Carolann Samuels via the ACCG PPG, Mr Billington to do this.

**A.B**

The group then thanked Dr Crouch for her valuable time over the last two months in presenting this very difficult subject.

8)

**A.O.B –**

**Calendar by Mr Chapman**

Jo Shepherd informed the group she had been contacted by a patient who is wishing to produce a calendar with the proceeds going to a medical charity of sort. The patient was asking the surgery to nominate some charities along with some suggestions of companies or individuals who may be able to assist in the set up cost of £1500.00. The group felt that we should only be involved in as much as suggesting a few charities but felt also that the patient should be able to contact them himself. The following charities were suggested:

Pilgrims Hospices in East Kent

Kent Air Ambulance

Paula Carr Unit.

**J.S**

Jo Shepherd will report back to the patient.

**Virtual PPG**

Helen informed the group that over the year we had been collecting email addresses from patients, we had nearly 300 and have emailed them all to see if they would be willing to be part of our Virtual PPG, to date we have had over 150 positive responses. The next stage is to send this 150 + people an online questionnaire, this would include questions similar to those on the survey done in October 2011, but would also include sex, age range and ethnic origin. This information would then hopefully increase the demographic of our group and give a more representative view.

**Opening of Doors**

Mr Fletcher commented that patients had mentioned to him how good it was to be able to wait in the entrance hall out of the bad whether for the Surgery to open. It had however raised the issue of not being able to all book in for the 8.30am appointment, would it be possible for the touch screen to be moved out to the entrance hall, Jo said she didn't think this was possible but would certainly take the suggestion of the first appointment being at 8.35am to the business meeting, thus giving patients time to get checked in.

**J.S**

9)

**Date of Next meeting: Tuesday 10<sup>th</sup> July at 6pm.** Apologise from Helen Goodman

