

## Wye Surgery

### Minutes of Patient Participation Group

Tuesday 21st August 6.00p.m. 2012

#### Present

Alan Billington(Chair), John Fletcher, Pat Fletcher(Sec), Enid Gould, Patricia Halligan, John Morris, Maureen Nicklin, Valerie Perez.  
Jo Shepherd, Practice Manager, Helen Goodman (

#### Apologies

Dorothy Chambers, Pat and Don Thake

1. **Minutes** of last meeting agreed and accepted.

#### 2. **Matters Arising**

- a) The sub-committee dealing with patient questionnaires presented a final draft which was accepted.
- b) There was general approval for, and satisfaction with Supersurgeries, though the system is still being refined and changes may be needed when the school holidays. are over. Potential problems may arise for patients using the Wye and Brook car service which requires two days notice.
- c) A letter written by the Secretary on behalf of the PPG, expressing its concern regarding the completion of feedback forms for 'enhanced services' carried out by Wye surgery, has been sent to Jane McDonald, Head of Primary care Contracts. As yet she has not responded.
- d) Jo Shepherd is still trying to solve the problem of the analysis of the results produced from the use of Novacor heart monitors. Previously the William Harvey Hospital provided this service but now says it is unable to do so because it has up-dated its software. By refusing to carry out this service its Contract with the PCT is being broken. This is of great concern as staff at our practice do not want to endanger the lives of patients by being unable to treat them promptly, since appropriate treatment depends upon the analysis of heart monitor results. The PPG is keen to support the surgery by corresponding with the relevant authorities.
- e) Wye Surgery's expansion of the use by other surgeries of its specialist clinics remains under review .

3. Alan Billington, our representative on the **Ashford Clinical Commissioning Group Patient Participation Group**, reported that a number of emergency meetings have been and are being held to discuss the changes the Lay persons to the board of the **Ashford Clinical Commissioning Group**. These would be for the PPG representative and the Governor. The PPG representative at present is selected by **Ashford Clinical Commissioning Group Patient Participation Group**, and is at now the chairman. Now the PPG representative will be not necessary from the PPG. **The Ashford Clinical Commissioning Group Patient Participation Group** are against the post of PPG representative not being from the PPG and are

writing to the government and to The **Ashford Clinical Commissioning Group** to voice their concerns and to see if this can be changed. But, meanwhile there will be a selection panel of three to select the representative of each of the lay positions to the board. The **Ashford Clinical Commissioning Group** have agreed the one of the three of each group should be a member of the **Ashford Clinical Commissioning Group Patient Participation Group**.

Alan Billington asked all members of the committee if they agreed with what the **Ashford Clinical Commissioning Group Patient Participation Group** were doing. All members agreed.

Representation on the Ashford CCG- PPG was discussed as it was apparent that most surgeries, if not all, have two representatives. It was agreed that Wye would also have two in order to help Allan Billington with the work and that person would be selected at the next meeting of the PPG.

**4. AOB** There was no substantial outstanding business.

**5. Date of next meeting** Thursday 27th September

Pat Fletcher(Sec)