

Wye Surgery
Minutes of Patient Participation Group Meeting
Wednesday 23rd January 2013

Present Chairperson Enid Gould
 Mrs Jean Andrews
 Mrs Dorothy Chambers
 Mrs Patricia Fletcher
 John Morris
 Don Thake
 Valerie Perez
 Jo Shepherd - Practice Manager
 Helen Goodman - Administration/Reception Supervisor

Apologies Janet Bayne
 Alan Billington
 John Fletcher
 Patricia Halligan
 Maureen Nicklin

1. The minutes were accepted.

Matters Arising

a) The results of the questionnaire for the Institute of Innovation and Improvement, which group members helped to distribute and explain to patients attending the surgery, have yet to be analysed. The first question was confusing.

b) Don Thake complained that he had been informed that posters publicising the PPG and requesting new members, were available for collection at reception, but when he called at the surgery, reception could not locate them and knew nothing about them. Helen Goodman apologised and said they had been available since 18th January.

Action Don Thake

c) After considerable discussion it was decided that members of the Group be sent e-mails enquiring whether or not they would be willing to be members of a Sub-Committee reviewing the aims and objectives of this group. Some felt that these were already incorporated in the constitution.

At the same time members would be asked whether or not they would be prepared to be on a Fund Raising Sub-Committee.

Jo Shepherd listed the equipment purchased recently by the surgery. Enid Gould suggested she make a list of equipment that the surgery would like to have.

Dr. Miles said that the surgery can now deal with hardened wax in ears by sucking it out.

Action Pat Fletcher in consultation with Helen Goodman

3. Helen Goodman reported that the surgery's Patient Questionnaire had been favourably received over all.

Patients are generally extremely satisfied with their doctors and feel they are courteous, listen to what is said, and involve patients in decisions about their treatments, which are usually effective. Most would recommend the practice to others. A wide range of services is available though not all patients are aware of the extent of these services.

Less than half are aware that there is a Patient Participation Group.

The surgery has constructed an action plan to tackle the problems highlighted by the questionnaire.

Prescriptions can now be ordered on line, as can re-orders.

Discussions with the phone company are ongoing, but there is now one line devoted to an 01233 number.

Specific doctors are available in the afternoons through a pre-booking system.

Patients and male doctors would like more female doctors on the team. (Pat Fletcher suggested female patients request to see Jane Pierce who will consult doctors if necessary).

The services offered by the surgery will be prominently displayed on the surgery notice board, as will information from and about the PPG.

The committee led by Don Thake, thanked the surgery staff and congratulated them on running such an efficient surgery.

4. Jean Andrews reported that patients moving from the waiting room to the doctors' rooms pass so close to the children's play area that children are in danger of being trodden on. It was agreed that the waiting room be re-arranged.

Action Helen Goodman

5. Dorothy Chambers reported complaints about the date on flu jab reminder letters being August 2012, when post marks were December 2012. The explanation was that the NHS normally sends out reminders, and so the surgery's letters were put on hold. When the letters from the

NHS failed to materialise, they were then sent out, often arriving after patients had had their flu jabs.

6. Don Thake reported that he and others representing surgeries and CCGs in the Ashford District, through '38 degrees' had petitioned Bill Miller of the Ashford District about preventing the privatisation of parts of the NHS. David Miller appeared sympathetic. Don will report on the progress of the petition.

Action Don Thake

7. Preparation for the AGM

a) The venue will be arranged when Helen Goodman has some idea of the numbers of patients attending. Don Thake suggested that the Woolfson room be considered. Costs will have to be taken into consideration .

b) Helen Goodman has arranged for 2 people to speak at our March meeting, one on ovarian and one on prostate cancer.

c) It was decided that 2 speakers could occupy so much time that the PPG's AGM should be moved to April. The agenda would include a reading of the minutes of the previous AGM, followed by the chairperson's report of what the PPG has achieved in the past year, and what it hopes to achieve in the coming year. The officers for the future year will then be appointed. Jo Shepherd may contact David Miller to find out whether or not he would be prepared to speak at the AGM.

Pat Fletcher will e-mail members requesting nominations for officers, and will remind members to request the permission of nominees before forwarding their names to her.

A list of nominees will then be brought to our February meeting.

d) The March meeting and the April AGM need to be publicised. John Morris volunteered to compose a poster, copies of which can be brought to the February meeting for distribution by members. A doctor could draw attention to the events in a magazine article.

e) The lack of reading matter in the waiting room has not been popular with patients. When it was revealed that the CQC had instructed surgeries to remove reading matter. Don Thake challenged the acceptance by the surgery of the instruction. Dr. Miles said that the prevention of the

transmission of bugs was the reason for this, and that opposing it would involve the surgery in pointless, time consuming and prolonged discussions with the CQC.

Actions John Morris Helen Goodman, Pat Fletcher, and all other members of the group.

8. AOB

a) Don Thake and Pat Fletcher described the work of Ceres, a body which organised a group of committed young volunteers in Sebastopol California, training them to cook and distribute meals for the elderly sick. Jasper Bouverie would like a similar project to run in Wye, if at all possible, and he wants the views of the surgery, and particularly the medical staff, concerning this project, and suggestions of possible candidates for meals.

The general feeling was that though this could be an admirable project, there are practical problems. It was felt that this project might fall within the remit of other bodies, such as social services, but falls outside the remit of this PPG. Dr. Jolyon Miles pointed out that passing on information about patients would be breaching confidentiality.

Action Pat Fletcher to e-mail Jasper Bouverie

b) John Morris asked who should transport poverty stricken patients to and from hospital appointments.

Dr. Miles said that this was not a matter which involved the surgery. John Morris concluded that neighbours and friends help out, as they have done in the past.

10. Date of next meeting - 26th March 2013