

Wye Surgery  
Minutes of Patient Participation Group Meeting  
30<sup>th</sup> January, 2017

Present		Action
	Chair - Penny Haynes	
	Secretary - Leonie Saint	
	Jo Shepherd - Practice Manager	
	John Fletcher	
	Pat Fletcher	
	Enid Gould	
	Alison Graubard	
	Marlo Johnston	
	John Makey	
	Dave Martin	
	Robin Pelham-Reid	
	Valerie Perez	
	Penny Skilbeck	
	Judith Timms	
1)	<b>Clare White: Age UK Living Well programme.</b> Clare was not present.	
<b>Apologies</b>	Helen Goodman, Dorothy Chambers, Rita Hawes, Sally Leaver, Margaret Rose (Apologies from Carol Winder and the Speaker, Clare White, were received after the meeting had ended).	
3)	<b>Minutes of Last Meeting</b> Re 6: Reports from APPG etc, Caroline Harris had not at the time of the meeting, resigned. The rest of the Minutes for the meeting of 30 <sup>th</sup> November, were accepted.	
4)	<b>Matters Arising</b> None apart from those covered in later discussion.	
5)	<b>Chairman's Report</b> Penny referred to the CQC Inspection Report, and invited the PPG to contribute thoughts about the few negative comments. Several people mentioned that the existence of a PPG was not mentioned in the report, although it is now written into the surgery contract. Dr Phillips is giving an STP consultation, and people were invited to be present: John Fletcher and Judith Timms will attend.	
6)	<b>Virtual Group</b> They had not raised any issues for discussion at this meeting. There are now 86 members of the group.	
7)	<b>Surgery Matters</b> Jo complimented the PPG members for their support of the surgery and attendance at meetings. a) Dr Fox is on sick leave, cover has been provided. Jo invited comments if anyone had, or heard of, problems in getting appointments. b) There are thoughts about having a television in the waiting area, to provide information – it was not found to be successful in the past, but advertisements are not going to be used this time, so that	

might make a difference. Subject matter will include self-help regarding health and medical information – she asked for our comments, and we supported the idea. The existing information board is not able to provide sufficient data, and the new provision will have more flexibility. John Fletcher said that Dr Fox’s recent parish magazine article covered similar ideas but reaches a small audience. Jo talked about finding the balance between the ‘worried well,’ those who need to be responsible for themselves, and those who are seriously ill.

c) re Telephone call requests - It has become evident that when there needs to be a later or specific call-back, the receptionist and caller need to agree an acceptable call-back time...to save waste of time by surgery staff and caller alike. John Fletcher recommended a review in a year’s time. Penny showed a spreadsheet she has drawn up together with Jo, for completion by GPs, regarding the time involved for telephone consultations e.g. requests, time wasted, no answer, etc. Initially telephone consultations were 6 minutes in length, compared to face-to-face consultations of 10 minutes.

d) Dave Martin asked if the recent excellent CQC report will enable patients to use the surgery even better. It was suggested that a leaflet could be sent to each patient about time use and wastage in consultations, but the cost would be prohibitive.

e) Parish magazine articles from PPG and the Surgery (Dr Fox) were discussed. Jo Shepherd suggested that any articles should be monitored, and edited where necessary.

f) Penny asked if a Self-help/Self Care article could be put into leaflet form for circulation. Marlo, Dave, John Fletcher, Penny Skilbeck, Judith Timms and Penny Haynes agreed to meet to discuss the idea.

**MM/DM/  
JF/PS/JT/  
PH**

g) Ear Syringing is no longer undertaken at the surgery, micro-suction is now preferable, together with hearing test. Telephone contact will be made to invite relevant patients to come in or moved onto a new appointment list.

h) A new Paramedic Practitioner trainee is joining the surgery full-time on 6<sup>th</sup> February as part of training, for 8 weeks, the surgery staff may use the practitioner as appropriate.

i) John asked about prescribed medicine reviews as recommended in leaflets. Jo said Doctors should, and computers do work out interactions between different medicines, but it is down to the patient to phone the surgery to ask if review or interactions are raised. (Would a magazine article be appropriate, and/or helpful?) Changes in medication made in secondary care should be notified to primary care and each patient’s updated, accordingly...but occasionally the amount of administration involved causes a problem.

**PH**

8)

### **Reports**

**APPG** – Marlo said Caroline Harris has now resigned, and the Vice Chair will not continue. At the last meeting there were only three PPG represented and no-one was willing to stand as Chair or

Vice-Chair – next meeting is 2<sup>nd</sup> March. Members felt a sense of drift about APPG, with slow progress towards SDP – attitudes in rural areas are better than town areas, e.g. Ashford South. The meetings did not serve any useful function – but there is dissatisfaction with the Hubs also, nothing is happening (no detail has been provided).

**Ashford North Hub** – Penny has asked what its purpose was, - the answer is still awaited. Promised money has not appeared to help with projects, there is no Chair, and meetings have been suspended until 9<sup>th</sup> March, Penny will attend that meeting.

We agreed that if these groups are not fulfilling a useful purpose there was little point in having them, those who attend are mainly professionals who want to talk, but not do anything.

**Our Place Wye** - Dave Martin said that Penny had at last been able to open a bank account for Our Place Wye – so fund raising can begin. The main focus has been food and social eating, with training in food hygiene, and self-help – low cost good quality meals. It will be pro-active to visit other groups to share and enhance information – there is an aim to focus on Social Care and Carers. At present the activities are capped by the caterers to 20 places, but Our Place wants to increase this from the old and lonely and include others, to a group of 30 – 40 overall. 6 or 7 people help with transport and preparation. Intergenerational activities include Men's Sheds, Chess Clubs and Life Art Classes. Nurse Jill Hills and the church are included – telephone booking on 07969 583920 is welcomed.

9)

**Any other business**

a) Helen Brookman had asked if the donated books in the surgery waiting room could be sold at the Farmers' Market in the Spring. They can be collected from the Surgery.

b) Reminder – if anyone seeks to give a complaint to a PPG member about a Surgery matter, they must be told to make this through the Practice Manager, Jo Shepherd.

c) John Fletcher reminded us that the PPG is rarely quorate at meetings and we do not have a Doctor present at meetings – he asked if we need to rewrite the Constitution.

10)

The next meeting will be the **annual AGM**. PPPG members were invited to nominate officers.

The speaker at the AGM will be from Andrea Fridd from Social Care.

**Next meeting will be the AGM on Tuesday April 11<sup>th</sup> at 7.15 in the Surgery waiting area.**