

Wye Surgery
Minutes of Patient Participation Group Meeting
Tuesday 28th February 2012

Present	Chairperson – Mr Alan Billington Mr John Fletcher Mrs Pat Fletcher Miss P Halligan Mrs Janet Bayne Mr John Morris Mrs Maureen Nicklin Mrs Denise Chenery Mrs Dorothy Chambers Mrs Valerie Perez Mrs Enid Gould Helen Goodman – Minute Taker Dr Jolyon Miles – Senior Partner	Action
Apologies	Mrs Jo Shepherd, Mr and Mrs Thake Pre Meeting – Keeley Taylor – Carers Support. Keeley had been invited along give a brief talk on the work of this organisation. Keeley went into great detail about the work of Carers Support and the services that they can both provide and forward people on to. She also explained that there are over 900 carers and 300 young carers in the Ashford and Folkestone area that are registered as carers thus meaning there are probably many more carers out there that are not being supported. Many people who look after a husband, wife mother, father or other relative do not consider themselves carers as they are looking after a family member. Keeley explained about the Kent Carers Emergency Card, a small credit card sized card that carers can fill in and Kent County Council then keep a contingency plan should that carer become unwell and be taken into hospital a plan then gets put into place to ensure the patient is looked after. Helen explained that the Surgery has a register of Carers, but it is difficult to find out who these people are unless the information is offered. Dr Miles suggested that the Carers website be put as a link on the Surgery website. Helen will arrange this. The group then took part in a couple of case scenarios and looked at the different services the carers could be offered. Helen and the group thanked Keeley for her time and very informative talk.	H.G.
1)	Minutes of Last Meeting – these had been previously distributed and were agreed.	

2) **Matters arising** – None

3) **Parish Magazine Article** – It had been agreed in the Action Plan following the Patient Questionnaire earlier on in the year that one of the partners would write a piece in the Parish Magazine about patients DNA's (did not attend) and the fact the appointment's are for ten minutes only. On reflection the partners thought this might be better coming from the PPG, Mrs Fletcher offered to write an article and Helen will provide her with the relevant information i.e. Number of DNA's cost of that to the Surgery in GP's time. Mrs Fletcher would start the article by introducing the group and saying that we have been running for a year now and explaining the things we have been looking at and the things that have changed over that last year. The article will aim to be positive. Also to include an invite for new members to join the group and contact details to be included. The article will be agreed by both the Partners and the rest of the group prior to being submitted to the Parish news office.

P.F/H.G

4) **Joint Strategic Needs Assessment** - Mr Fletcher had been sent this document from the Health and Well being group to comment on its usefulness. On reading through the document the group felt that it was not a lot more than useful information, Dr Miles commented that none of the information was not particularly in depth. Mr Fletcher asked if the Commissioning groups were working together with the Surgeries. Dr Miles said that the ALCG were working as sub-groups with the PCT and were mainly doing as requested. Mrs Gould asked what will happen if the Bill does not get passed through Parliament; Dr Miles said that that he thought the ALCG would probably stay as a sub-group. Dr Miles said that one of the main areas of concern was the support staff are often rearranged and distributed to other surgeries without any consultation with Surgery partners. The group wished it to be noted that the PPG supported the concept of In-House clinics and the localisation of Community services rather than fragmenting. Copy of document attached to minutes. Mr Fletcher to report feed back to the Health and Well being group.

H.G

5) **Any other business:**

Hearing Aid Batteries – One of the members of the group had been approached by two patients asking for some clarification on Hearing Aid Batteries, apparently they had felt they were somewhat interrogated when they come in for replacements. Helen had checked the criteria for replacement batteries and it is as follows :

Only patients who had their hearing Aid issued by an Audiologist here are entitled to replacement batteries.

Batteries are issued in packs of six and each battery should last two weeks.

Patients should be reminded to, where practical to switch off their hearing aid at night.

Two members of the group who had their hearing aids fitted here both said that the batteries do not last two weeks even when aids are turned off at night. Dr Miles said that this information would be feed back to Mr James, lead Audiologist.

Proposed change of date for PPG meeting – following the suggested change of date for this meeting and a subsequent email sent out by Mr Fletcher stating that group get the impression the PPG business is not taken seriously by the Surgery. Mrs Gould and Mrs Nicklin along with others wished it to be noted that they did not wish to be associated with that comment and felt that the Surgery committed a lot of time and effort on the PPG.

- 6) **Date of next meeting:** - Helen explained that the next meeting would be the extraordinary meeting requested to learn more about the ALCG. As Mrs Shepherd would not be back in the Surgery until the middle of March and then the work load to the end of the financial year the first dates offered where the of April. Dr Miles felt it would be unlikely a GP would be able to attend on the first Tuesday after Easter due to workload therefore the date of Tuesday 17th April @ 6pm was agreed. Helen will inform Dr Crouch. Helen asked the group to let her know in advance some questions they would like Dr Crouch to address, if they are not her area of responsibility she would endeavour to get the answers before the meeting.