

1<sup>st</sup> Formal Meeting of the Wye Surgery  
Patient Participation Group  
Wednesday 1<sup>st</sup> March 2011

Present **Chairperson – Hannah Price – Citizen Engagement Manager** **Action**

Dr R Waller

Helen Goodman

Mandy Godden

Dorothy Chambers

Janet Bayne

Maureen Nicklin

Biddy Petersen

Enid Gould

Alan Billington

Valerie Perez

Don Thake

Pat Thake

**Apologise:** Mrs J Shepherd – Practice Manager

Richard Beckwith – Kent Link

John Morris

Hannah opened the meeting by welcoming everybody, especially Mr and Mrs Thake who had not been present at the first meeting. Due to the fact that the Surgery representatives had changed from the last meeting Helen and Mandy introduced themselves to the group.

1)

**Moving On**

Hannah then explained that the purpose of this meeting was to move the group forward and hopefully elect a Chairperson and notetaker.

The first question raised from the group was who was going to represent the Dr's when Dr Waller retired in May. Dr Waller explained that at present it had not been agreed and that the Partners may well take the meetings on a rotation basis. If a partner was not going to be present the Practice Manager or her representative would certainly take points back to the Partners.

2)

**Nomination of Chair and Note Taker**

Hannah opened the group up to offer volunteers or nominations for positions of Chair and Note taker. None were forthcoming therefore it was agreed that the Surgery would Chair the next meeting on the understanding that once the group had bonded and developed hopefully a patient would take over the position. Helen expressed concern that if she was chairing the meeting she would be unable to take notes as well. The group felt sure that they would be able to provide someone for this duty by the next meeting.

- 3) **Terms of Reference/Aims and Objectives.**  
**Housekeeping**  
Hannah gave the group a few minutes to read through the House Keeping bullet points and confirm that they were fit for purpose for the group. The only amendment that the group requested was that it said they would meet three monthly or sooner if an extraordinary meeting was required. Helen agreed to add this to the House Keeping. **H.G**
- 4) **Terms of Reference**  
Hannah gave the group a few minutes to read through the Terms of Reference and confirm that they were fit for purpose for the group. In addition to those listed the group also wanted Fundraising for specific Surgery requirements added. Dr Waller was delighted by this and Helen agreed to add it to the Terms of Reference. **H.G**
- 5) **Aims and Objectives**  
Hannah gave the group a few minutes to read through the Aims and Objectives and confirm that they were fit for purpose for the group. In addition to those listed the group also wanted 'Supporting the Practice through the forthcoming period of change that were happening within the NHS nationally. Helen agreed to add it to the Terms of Reference. **H.G**
- It was then agreed that Housekeeping, Terms of Reference and aims and Objectives would all be reviewed in 12 months time.  
Dr Waller expressed her thanks and said that the Partners would be delighted to hear that the group are so keen to support the Practice during this time of continued change.
- 6) **Ashford Locality Commissioning Group**  
Hannah explained to the group that this was a group of representatives from local PPG's who meet with the commissioning team to discuss what services are proposed to being purchased on behalf of patients. Hannah explained that this is a vital group to become part of and a very useful tool. Although no one was willing to commit several members felt they may be able to on checking their home diaries. Members to contact Helen by the end of the week, Helen will then provide details.
- 7) **Proposed Action Points for the group.**  
Hannah then opened the group up for discussion on to the sort of things they though they would like to look at for the Surgery.
- 1) **Did Not Attend Appointments** – (DNA's) – All members said how horrified they were at the large number of DNA's reported each month and questioned what could be done about it. Dr Waller explained that unlike Dentists we are unable to charge patients who do not attend. The group felt that this figure needs to be published more widely and suggested the Parish Magazine. Dr Waller was in agreement with this. Mandy Godden explained that at her previous practice they had used a text service to remind patients of their

appointments, but also giving patients the facility of cancelling their appointment. Hannah Price suggested that this may be something that could be looked into in more detail via the NHS.net website which she believed to be free of charge.

- 2) **Place/Time of meetings** – Helen informed the group that the surgery was always available for the meeting but obviously this was only after hours and had the group thought of different time and locations, it was felt this may encourage other members of the community. The village halls were both suggested as was The Woolfson Hall part of Imperial College. Mr Thake agreed to investigate this and report back. Dr Waller confirmed that the Surgery may be able to fund small hire charges.
- 3) **Practice Leaflets** – Mrs Petersen, a relatively new patient to the Surgery expressed concern that on joining there was no Surgery leaflet or booklet available for new Patients. Dr Waller and Helen explained that this is in hand but had taken a little longer than originally thought and would now not be completed until she had left and the information updated. Hannah Price suggested that this may be something the PPG could assist with the developing of and proof reading of.
- 4) **Spreading the PPG word.** Mr Thake suggested other ways in which the PPG could be advertised including The Parish Magazine, The many other groups and committees already held in the village. Another good point of contact might be through the village school to reach parents of school aged children.

8) **Any other business –**

Dr Waller informed the group that she would be having a farewell party for patients and staff on Saturday 7<sup>th</sup> May. There will be a Marquee in the field adjacent to the Surgery and all will be invited. Helen to talk to Mr Thake regarding a collection for Dr Waller.

**H.G**

Dr Waller was asked if she would continue to write in the Parish Magazine, she said she would probably but only as a GP and not a Partner.

Patient sign up sheets to be sent to Mr and Mrs Thake by Helen.

9) **These minutes have been seen and agreed by the Partners at a Business Meeting on Monday 7<sup>th</sup> March 2011.**

**Signed by**

10) **Date of next meeting: Tuesday 10<sup>th</sup> May @ 6pm in Wye Surgery**

