

## Wye Surgery

### Minutes of Meeting of PPG on September 27th at 6.00pm 2012

#### Present

Alan Billington(Chair), Pat Fletcher (Sec.) Jo Shepherd(Practice Manager), Helen Goodman(Administration/Reception Supervisor), Denise Chenery, John Fletcher, Endi Gould, Patricia Halligan, Millie Harris, Maureen Nicklin, Valerie Perez,

#### Apologies

John Morris, Don and Pat Thake

The Chairman welcomed Millie Harris who was attending her first meeting

1. **Minutes** of last meeting were accepted.

#### 2. Matters Arising

- a) Jo Shepherd reported that there has been no response to the Feedback Forms submitted to the NHS.
- b) She also said that patients are now referred directly to the William Harvey, for the Novacor Service, and this costs the PCT more than it would do if it Wye Practice were able to submit results.
- c) Jo Shepherd and Helen Goodman said that the Practice is still working on its system for collecting and collating information from its Patient Questionnaires.

**Action - Jo Shepherd and Helen Goodman to report any progress at our next meeting**

3. Jo Shepherd proposed that the Practice hold Health Awareness Meetings at which talks would be given to help patients to be more aware of the symptoms of illnesses, and to help them to lead healthy lives. The group supported this idea and it considered the suggestion that a talk on colorectal cancer might be a good topic to start with since the consultant who visits the surgery is keen to have such a meeting. She also gained the approval of members to invite 'Slimming World' to talk since obesity has become a serious health hazard.

**Action - Jo Shepherd to implement**

Consideration is also to be given to identifying ways of informing patients who do not attend talks or actively seek health guidance in other ways.

**Action - All to think of possibilities**

4. Alan Billington reported that the Overarching Patient Participation Committee for Ashford area's PPGs, is to have a non-voting representative on the Ashford area's Clinical Commissioning Group. Without a representative, it is difficult to see how the CCG could keep in touch with the needs of the patients it is supposed to serve. As patients we also need to be kept in touch with what is proposed on our behalves.

## 5. Ashford Commissioning Group's Five Year Plan

Most of the committee had received a copy of the Plan before our meeting. Alan Billington reported that a great deal of work had gone into it and he highlighted major concerns with the effects on health of smoking, binge drinking, obesity and the impact of low income levels, unemployment and child poverty on health and life expectancy. Jo Shepherd pointed out that all surgeries in the Ashford area had sent data on these problems to the Clinical Commissioning Group. The committee agreed that a great deal of thought had been invested in the report.

**Action Alan Billington to keep us informed**

6. John Fletcher raised the subject of increasing patients' ovarian cancer awareness, and invited suggestions as to how this could be done. A concern is that individual symptoms are fairly non-specific and the whole picture needs to be taken into account. Posters need to be prominently displayed, and other methods of informing women also need to be used. Helen Goodman volunteered to investigate what actions are being taken in an official 'Ovarian Cancer Awareness' week, and it was suggested that ovarian cancer was a suitable topic for a Health Awareness' evening.

**Action Helen Goodman** said she would make enquiries about **Ovarian Awareness Week** and its implementation.

7. 0844 numbers were discussed in view of the targeting of Wye Surgery's use of these numbers on local television. Jo reported that she had been inundated with correspondence of all types on this subject and was currently working on the possibility of including an 01233 number in addition to the 0844 system. A major problem is that opting out of the 0844 system would cost the surgery £41,000 - 00. Pat Fletcher suggested that Alan Billington find out from other surgeries the systems they operate in order to establish which works best.

**Action Jo Shepherd and Alan Billington**

## 8. AOB

Enquiries were made about the progress of Super-surgeries. Overall there has, rightly, been approval since patients are able to arrange an appointment see a doctor or the Nurse Practitioner that day.

The surgery, having registered with the Care Quality Commission(CQC) is in the process of completing the paperwork on how it complies with the 16 standards required in order to be prepared for an unannounced inspection.

The question of whether or not shingles(Herpes zoster) vaccinations were available at the surgery was raised. Currently these are not available. (Helen Goodman updated me on this item on the 28th September. Shingles vaccinations will not be generally available in the very near future but the partners are considering offering them for at risk patients.)

Jo Shepherd informed us that the 'Health and Wellbeing Boards will be very powerful. It is they who will be analysing the data sent in by surgeries and allocating funds accordingly. .

**9. Our next meeting will be at 6.00pm on Tuesday 30th October.**