

KINGS CORNER SURGERY Patients' Participation Group
Minutes of the meeting Thursday 10th March 2016

Present: Sally Hanson (Chair), Morag Langhorne (Secretary), Sonia Lippold, Lauren Deane and Mary Morris (Minutes). Clare McAteer represented the Surgery.

1. Welcome, apologies and previous minutes: Morag reported that no apologies for absence had been received.

2. Practice update: Clare reported that Karen, the receptionist, has left for a job in Bracknell and been replaced by Emma Lay who is doing very well. Josie, a practice nurse is shortly going on maternity leave and will be replaced by Emma Caldwell for six months on 2 days per week.

Dr Choudry has set up some educational meetings for all staff groups across the practice to provide additional learning opportunities. The first meeting was held in mid-February re. telephone appointments. The doctors have been overrun with lists of people to telephone back so they are now being divided into "urgent", which will be dealt with by whichever doctor is on call, and "routine/ not urgent" which will go on a list to be dealt with, via a return call, not a consultation.

The surgery is a member of the Ascot and Bracknell Clinical Commissioning Group (CCG) and all practices have been asked to get comments and feedback in answer to section 4 of a questionnaire. Morag to circulate relevant section to PPG members and collate responses.

Action: Morag

3. PPG membership: Morag said that she had phoned all members who had not attended meetings for a year. As a result previous members, Russ Howell and Caroline Banham, have resigned but no others got back to her. Amanda McGee still to respond.

After last months discussions a letter has been sent out to virtual members informing them that the virtual group has been disbanded.

Clare asked Lauren why she had volunteered to join and Lauren said that since she had recently had a baby she now comes to the surgery more often and felt that she should make a contribution.

It was also suggested that more patients might volunteer if the meeting time was changed to lunchtime so this will be tried out by, initially, alternating evening and lunchtime meetings.

After Easter Clare will send out a text in mid-April asking for volunteers to join the PPG and, later, it will be included in the newsletter. Morag will contact Diane Horner who has expressed an interest in joining the PPG.

Actions: Morag & Clare

4. Newsletter items for May publication:

There was discussion of possible content for the next newsletter and it was agreed that it should include information about the up-coming Patient Awareness Week, which is scheduled for the first week in June. The newsletter should therefore be published early in May. A repeat of the Extended Hours project information would be produced. Morag to ask a patient she knows who has used the service to write a short article.

Action: Morag

Articles to include:	Patient Awareness Week:	Action: Morag
	Telephone Calls:	Action: Sally
	Staffing update:	Action: Clare
	Health Information Evenings report:	Action: Morag
	Jump Start initiative:	Action: Lauren
	Extended Hours:	Action: Morag

5. Calender for 2016:

Morag set out a list of the main events/activities which the PPG can put energy into so that we can plan in advance:

Produce two newsletters per year – May and October

Promote two main events per year – Patient Awareness week in early June

– Self-Care Week in Mid-November

Support Health Information Evenings (Sept/Oct/Feb/March) in partnership with Magnolia House Surgery. In between this we would keep the Patient Notice Board up to date and work with the surgery staff to improve communication with patients.

6. A.O.B.: Sonia gave information about the Community Partnership meeting she had been to at which there was a discussion about Stroke Centres. The next one is next week in Slough. She was proposing that similar lectures/meetings should be made more widely known. They are usually posted on the CCG or Healthwatch websites. Sally suggested Sonia has a 10 minute slot next meeting to feedback from the meetings she attends.

The recent mail-out informing patients of the Extended Hours project has been well received.

Contact has been made via Sally with Green Meadows surgery PPG Chair, David Fowler and this will help with future joint working for the Ascot 'cluster'.

7. Dates of Next Meetings: **April 11th at the Cafeteria in Lynwood, 12.30pm**
May 5th at the Surgery, 18.30
