

KINGS CORNER SURGERY Patients' Participation Group
Minutes of the meeting Monday 11th April 2016

- Meeting held at 12.300 in the Orchard Room of Prescott's Coffee Shop in Lynwood Village

Present: Sally Hanson (Chair), Morag Langhorne (Secretary), Sonia Lippold, Lauren Deane and Mary Morris (Minutes). Clare McAteer, Practice Manager, Jan Olejniczak, Peter Standley, Diane Woodward (Observer – Reception Manager), Sheila Yamalioglu (Visiting ex-nurse).

1. Welcome, apologies and previous minutes:

Morag reported that no apologies for absence had been received. All action points completed from last meeting. The 360 Stakeholder Questionnaire had been completed by the surgery and Morag separately.

2. Practice update:

Clare reported nothing new except the numbers of patients who have appointments at the surgery but have not turned up (DNA's) or cancelled their appointment were: October 2015 – 80, November - 83, December - 77, January 2016 – 58, February - 86 and March - 67. These include those who turn up more than 10 minutes late and cannot be seen. The reasons why this is important is 1. Minutes and hours wasted. 2. Estimated monetary value. Sally agreed that this sort of information needs to be included in the newsletter and will be sent to Mary after 20th April.

Action: Sally

3. Feedback from Patient Assembly:

All practice representatives have now come together and a Chairman and Vice-Chair have been arranged. Meetings take place on Tuesdays from 6.30 – 9.00pm. The objective of the meetings is to share information across the 15 practices within the CCG. The next three meetings are **31st May; 26th July; 27th Sept. at Easthampstead Church**. Morag can attend the July one but needs another group member to attend the other two.

Action: All

Sonya attended the last Patient Assembly and reported that there were many people there but a lot of what they talked about was not relevant, e.g. CCG strategic plans. More relevant were: (a) a talk about the Urgent Care Centre which more people use than was expected; (b) there was also a presentation on Self-Care in our area on which there is to be a theme and event every month. Bracknell & Ascot CCG are promoting a 'Year of Self-Care' ending with Self-Care Week in November. It was also agreed that information on Self-Care Week should be put into the newsletter and on the notice board and encourage participation in local activities.

Those needing the Musculo-Skeletal service will be referred by their doctor if necessary.

The Healthwatch website gives information on the minutes of these Patient Assemblies.

4. Newsletter items for May publication:

Morag reported that she has prepared her articles, and the Health Information Evenings report for which she will ask if it can be put in the newsletter. Clare will prepare a staff update.

Lauren has already prepared a paragraph on the “Jumpstart” school skipping initiative to go in the newsletter and will send it to Mary by email. Sally to prepare articles on Telephone Calls and Do Not Attends, using Clare’s figures for the last 6 months. Clare to prepare article on Staff Updates. All articles to be sent to Mary by the 24th April. Mary to bring draft layout to the next meeting in May.

Action: Morag, Sally, Lauren, Clare & Mary

5. Patient Participation Awareness Week – June 6th – 11th 2016

Morag will compile a rota of volunteers for the waiting room input and send out to volunteers from group members. She will also prepare a similar display to last year’s to be put in the waiting room. Name badges will be given out and a short briefing to all who volunteer will be available.

Morag suggested that the reception staff need briefing on this – should she do it or Diane? Agreed that Morag will brief the reception staff at their meeting. A patient questionnaire idea was not needed.

Action: All

6. A.O.B.:

(a) Since this meeting took place at lunch time no doctors were able to be present therefore it was agreed that to alternate meeting locations between Lynwood and evening meetings at the surgery would enable doctors more likely to be available. Future meetings in the Orchard Room may involve a payment and will need to be booked in advance. It was agreed that Morag and Clare will arrange that.

Action: Morag & Clare

(b) National Health Awareness campaigns:

Locally, a **Year of Self-care** is being promoted by Bracknell Forest Council in conjunction with BACCG so we are included in the activities which are planned. An email has been sent to emphasise the fact that most of the activities last year were based in Bracknell so they would be looking to include more Ascot venues for this year.

(c) Jan reported on the fact that an x-ray he had taken at Heatherwood Hospital could not be downloaded at Frimley Park Hospital where he going to see a specialist so he had to be given it on a CD to take with him. Sonya reported a similar problem. It was said that, nevertheless, the surgery can see x-rays taken at both Heatherwood and Frimley Park.

(d) The Urgent Care Centre in Bracknell is holding ‘Tea & Talk’ sessions over the next few weeks. Patients are encouraged to go along and chat to the staff. A poster is on the PPG notice board with the dates & times.

7. Dates of Next Meetings: May 5th at the Surgery, 18.30pm June 13th at Lynwood 12.30pm

Mary Morris will not be available to take minutes at the June meeting.
