

**Minutes of Kings Corner PPG meeting  
Wednesday 28<sup>th</sup> March 2018 at 6.30pm  
at the Surgery**

**Welcome & apologies:** Present: Morag, Jess, Philip and Clare. Welcome to Nigel Douglass-Robinson, new member. Apologies: Sonya, Lindy, Clair, Sally & Peter.

**Previous minutes and matters arising:** - Dr. Paul Whitfield had a sad farewell on the 21<sup>st</sup> Feb with patients queuing outside to wish him well. February meeting cancelled due to snow.

**Practice update:** a) Query re communication re Health Info Evenings. Clare said there was no longer funding to send out text for this; only for appointment reminders. b) Clare has produced a leaflet combining the Health Information Evenings bulletins on breast and bowel cancer. This provides evidence of promoting cancer screening to patients and is available in the waiting room. c) Clare has requested a volunteer patient to test the hearing loop in the surgery. This will be done by Lee in a private room. Jess volunteered Diane and will confirm later that she is willing. d) There is a push to promote the Citizens Advice Bureau appointments at the surgery, funded by WAM till March 2019. They occur once a month and can accommodate 3 appointments of 45 mins. You can self-refer and offers confidential advice on issues such as benefits for carers, family problems and sick notes etc. There are new leaflets in the waiting room and the PPG will produce an article for the newsletter on this. e) A very warm welcome to Dr Hasmeet Khambay who joined the surgery permanently earlier in the month. It means that the practice has a fuller complement of doctors than previously.

**Patient Survey:** In anticipation of the action planning, the results of the patient survey were looked at. It was disappointing to see the low responses to the PPG areas especially the newsletters and website which we had worked hard to update last year. We just need to keep these activities going and keep our profile as high as we can. Although a good number were aware of the Health Info Evenings, few had attended. As yet the doctors had to examine the results and deal with their specific areas. Although the returns were small, it gives an indication of areas for improvement for the doctors and the PPG.

**Year ahead and Action Plan:** The activities of last years action plan were discussed and Jess expressed the view that we do what we can influence and keep repeating the messages on the relevant topics of the past. E.g. electronic contact with the surgery and useful events like the health info evenings. It was agreed that we would go ahead with a) next newsletter for end of May – Sally & Lindy to co-ordinate. Philip suggested the following articles: - Travel Tips & Jobs, Glossary of NHS acronyms, i.e. CCG. Also to include the CAB information and the Cancer leaflet. Articles and authors to be confirmed at the next meeting on 1st May. This to coincide with b) Patient Awareness Week, 4<sup>th</sup> – 9<sup>th</sup> June when *some* of the PPG will be present in the waiting room as in previous years. There is time in the future to plan another newsletter and an Open Morning some time later in the year if agreed although Clare expressed reservations about the effectiveness of it, considering the need for staff presence. The main priority remains communications, be it notice board, texts or email. Clare pointed out that the CCG has given limited funds for texting and has expectations that practices promote the CCG events without the reciprocal promotion of practice events. This is being discussed at GP Council level. One success has been the Health Information Evenings at Lynwood and these are set to continue, with funding, with a new set of topics relevant to the CCG's & practice's priorities.

The development at Lynwood was discussed and Clare informed the group that meetings and workshops have taken place to look at the overall provision of GP services between the sites at Heatherwood and the potential site at Lynwood. Heatherwood has the green light on their development but as yet no definitive permission has been granted for the Lynwood site. It's felt that almost a whole year has been wasted waiting for planning permission but there is positive intention and funding from the NHS and from the surgeries involved but the bits in between are complicated and therefore time-consuming....watch this space!!

In summary, Morag will draft the next Action Plan for May 2018 – April 2019 and circulate for comment.

**Dates of next meetings:** Tuesday 1<sup>st</sup> May 2018 with Amara in attendance, 6.30pm at the surgery  
Tuesday 6<sup>th</sup> June 2018, 6.30pm at the surgery