

## **KINGS CORNER SURGERY Patients' Participation Group**

**Minutes of the meeting Monday 12 January 2015**

**(at Kings Corner Surgery 6.30pm)**

**Present:** Sally Hanson (Chair), Morag Langhorne (Secretary) Pat Morris (Minutes), Amanda McGee, Virginia Smeed and new member Katy Eachus

Dr. Whitfield was available to represent the Surgery.

**Apologies:** Sonia Lippold, Harry Ruprah, Clare McAteer.

### **1. Arising from the Minutes of the last Meeting:**

Morag had not yet issued the invitation to Christian Ellwood, but would now do so and suggest that he attend our meeting in March to explain the function of the Urgent Care Centre in Bracknell so that King's Corner patients can be better informed and perhaps encouraged not to rely on A&E for minor treatments.

Virginia was congratulated on doing a fine job with our Newsletter, which had now been distributed.

Those PPG members who have not yet done so, please visit the KCS website and send comments on its appearance and user-friendliness to Morag by January 30<sup>th</sup>

**Action- all**

### **2. Round the Table Update**

#### **2(a) Patients' Assembly**

Morag attended and reported that this group appears still to be struggling to find its feet. There is no Chairman or Secretary and its role is unclear other than to somehow represent the interests of patients from the 15 surgeries in the Ascot area. Morag is unable to attend the next meeting and it was agreed that she should send apologies and we would wait until it became more apparent whether future attendance was worthwhile.

**Action: Morag**

#### **2(b) Waiting room leaflets**

Having excessive quantities of leaflets and notices in the waiting room may be counter-productive as few patients appear to read them. In any case, they are only seen by the relatively small number of patients that happen to visit the surgery. It was suggested that a 'News Bulletin' be prepared comprising simply a quarterly (or occasional) list of the leaflets and perhaps contact websites, to be sent out by email. That way at least, more patients could be kept informed of what information is available without having to attend the surgery. The current leaflets should be brought to the next meeting to consider this proposal further.

**Action: Morag/ Clare**

2(c). The PPG welcomed news that the recent CQC assessment of the Practice had rated it 'Good'. Some other local Practices were rated

'Inadequate', but it was unclear what failing(s) had denied KCS a rating of 'Outstanding'- possibly a need to 'improve Patient awareness'.

2(d). The recent Royal Borough's free newspaper for residents had an advertisement for free health checks, listing KCS as one of the providers. It was felt that this should be made widely known through our own Newsletter. However, significant uptake could involve cost to the Surgery, so the matter should be discussed with the Surgery to determine what action to take regarding further publicity. [Sally has since discussed this with Dr Whitfield and no other publicity is felt necessary].

2(e). The National Association of Patient Participation offers posters to encourage more use of interactive resources. In particular there is a need to promote the benefits of using EMIS especially for making advance appointment bookings online instead of by phone (a facility warmly applauded by the PPG). This would be another useful addition to the next Newsletter.

2(f). Morag would attend the consultation exercise for the CCG in Bracknell meeting next week, in connection with the PM Challenge bid.

**Action: Morag**

2(g). It was reported that two Ascot surgeries plan to merge and hope to be based at Heatherwood.

### **3. Forward Planning: Health Information Evenings.**

The present series were originated by Magnolia House. It was agreed that these events were welcome and that we should participate in discussing the subjects to be covered in the next series. Staff at KCS should be consulted about suggested topics and we should liaise with Roger (Magnolia House PPG) and invite him to attend our February meeting. **Action: Virginia/ Morag**

### **4. Any other business**

New Year greetings were sent to members of the PPG who had been unable to attend this meeting.

### **5. Dates of Next Meetings (at the Surgery, 6.30pm)**

Scheduled for Thursday February 12th and  
provisionally Wednesday March 25<sup>th</sup>