

**Minutes for Kings Corner PPG Meeting:
Wednesday 26th November 2014 at 6.30 p.m.
At Kings Corner Surgery**

1. Apologies, previous minutes and matters arising:

Present: Sally, Morag, Clare, Virginia, Peter B and Ammara

Apologies: Pat, Russ, Harry, Ewa, Ailsa & Mandi.

Unfortunately Ewa & Ailsa have had to drop out because of family pressures. We would want to keep them as 'virtual members' as they gave us views from a family perspective. Morag to respond to their last e-mails. **Action: Morag**

Discussion re the group losing momentum as it has been the same members keeping the group going. However, the new style Newsletter, the updated website and combining Health Information Evenings with Magnolia House were ways of maintaining our purpose. With the changes in the make-up of the group it was felt that we need to re-energise ourselves. There were so many changes to the NHS, locally and nationally, that we were still dealing with the implications of these.

2. Newsletter:

Not all contributors had passed on their articles to Virginia! However, we were able to cover the articles as detailed in the last minutes.

New appt system: See details below. Clare to send Virginia article for newsletter

Action: Clare

FFT: To start this week, (1stDec). Virginia to print larger poster A3. **Action: Virginia**

Events: Magnolia House Education evenings: 19th Feb Arthritis, 19th March Asthma.

Morag to send details to Virginia. **Action: Morag**

Urgent Care Centre: Repeat details of '111' phone number. See details under AOB

'Flu & vaccinations': Peter had produced an article outlining what the practice can offer. Some amendments had been done and Virginia to summarise from Claire's sheet.

Action: Virginia

Sally to search for NHS poster outlining which vaccine your child should have.

Action: Sally

CQC Inspection: Pat's article included. No full report yet but should be available after Christmas.

All actions to be completed ASAP.

3. Update from Practice:

- a) The new Friends & Family Test initiative will start in the practice on the 1st December. The questions will be sent out through the 'mjog' system (the route format used for mobiles) via texts & mobiles. For those without mobiles a form will be given to the patient to fill in and either leave in a box in the surgery or post back later. It has yet to be agreed whether receptionist or doctor will hand

this out. The form is published by a company called 'I Want Great Care'. Advance notification of this will be sent out by texts this week. There will be small and large posters in the surgery explaining the initiative.

- b) Clare highlighted an approach from 'Solutions for Health' to implement a Smoking Cessation Group in the practice. She will chase up the contact, Chris McMahon and ask how this would work in the surgery.

Action: Clare

- c) The New Appointment system is working well and Dr Choudry expressed a more positive and relaxed approach in general from feedback from patients who seem happier with the new arrangement.

4. A. O. B.:

- a) Website: Some returned comments but several common themes for improvement: Contact updates, explanation of 'Virtual Group', Patient Assembly and what the PPG does, Newsletters etc. Any other comments still welcome. This needs time to consider the importance of our space as there is a cost implication for the practice. Morag to collate all comments and make recommendations to Clare who will pass the information on to the website producer.

Action: Morag

- b) Patient Assembly: Having now received the minutes, it looks as if we will be working for some things in a cluster of the three Ascot practices within our CCG: Kings Corner, Magnolia House and Green Meadow. As yet Green Meadow has no PPG so we may be able to offer some support for them to set one up.
- c) Natalie Wilkinson is leaving the practice to join the Ambulance Service. The PPG extend their sincere thanks to her support over the last few years. Diane Woodward is replacing her in the New Year.
- d) It was agreed that Morag should invite Christian Ellwood, Operation & Implementation Manager from One Medicare at the Urgent Care Centre to give a brief outline to the group of the facilities and services which the Centre offers. It was felt that our patients don't easily identify with services available in Bracknell but for the UCC to be effective we need to promote the Centre more as an alternative to A & E.

Action: Morag

- 5. Dates of next meetings: Neither Sally or Morag could make the next meeting so it was decided to postpone this till **Monday 12th January at 6.30** (venue TBC) and make it a New Year celebration instead.