

KINGS CORNER SURGERY Patients' Participation Group

Minutes of the meeting Wednesday 10 September 2014

(at Kings Corner Surgery 6.30pm)

Present: Christine Weightman, Sally Hanson (Joint Chair), Morag Langhorne (Secretary) Pat Morris (Minutes), Russ Howell, Sonia Lippold, Jac Olejniczak, Virginia Smeed, Peter Standley and NEW MEMBERS Ewa Buss, Amanda McGee.

Dr Hamid and Claire McAteer represented the Surgery.

1. Peter Bateson.

We had been saddened to learn that Peter had died since our last meeting. A toast was drunk to the memory of our former Chairman, a good friend and thoroughly nice man. Flowers have been sent to his widow. It was suggested that a more durable memento be considered as a gift from the PPG.

2. Apologies: Ailsa Yeo & Harry Ruprah. **New Members:** Ailsa, Ewa and Amanda were welcomed, especially as the PPG had sought to gain better representation from among younger age groups. They were given a welcome pack and a badge.

3. Minutes of previous meeting & matters arising: All actions completed. Graham Box has finished his role as facilitator for the Patient Assembly therefore his visit was cancelled but other speakers would be invited to future meetings where appropriate.

4. Evolving Role of PPG & Organisational developments.

Morag provided a briefing paper describing the continuing evolution of the bodies with which the PPG is associated. The key ones are the Bracknell and Ascot Clinical Commissioning Group (BACCG) and its associated Patient Assembly (PA). The BACCG is the formal mechanism for administering/purchasing local services as part of the NHS. The PA is the collective volunteer forum through which patients' concerns are monitored and aired. Its next meeting will be on Sept 30th @ 6.30pm. Morag will attend, but would welcome another PPG member to go with her.

Action: Volunteer needed

It was agreed that the PPG should remain focussed on its role representing the King's Corner patients and should be wary of becoming drawn into too many wider issues and organisations. It was noted that the structure and role of the Patient's Assembly are still evolving. By grouping local Practices into 'Clusters', it is hoped that patient engagement/representation is spread around.

Morag had also produced a useful briefing note for new PPG members and it was suggested that this and a brief description of the PA and BACCG could be put in our next Newsletter.

5. Update from the Practice

The new appointments system appears to be working well. Established in response to the wishes of patients, it avoids the lottery of rushed phone calls each day at 8.00am. Only emergencies will be handled on the day, but patients are able to book appointments in the days ahead. It is also possible to book online, and this too is working well.

From December the Practice will be required to ask every patient, on every visit, whether they would recommend the Practice to 'Friends and Family'. The cost of managing the data gathered will fall on the Practice and it will consume staff time. Moreover, the data appears to be of questionable validity or use and anyway duplicates our annual questionnaire survey. The PPG agreed to support the Surgery, but Morag should express our concerns via the Patient's Assembly about this demonstrably flawed procedure and wasteful use of resources. **Action: Morag**

A programme of talks about key health issues, initiated by Magnolia House, had proved very popular earlier this year. The PPG noted that the events so far had addressed the very issues that we had prioritised and agreed to support new events by publicising them on the website and by a notice in the Surgery, indicating where to get further details. The next event would be run by a Bracknell GP on Sept 18th at 7.30pm ('Minor illnesses in Children') at Morant Hall, Sunningdale Park. This generated a discussion about how to focus publicity and avoid blanket emails to many who would not find them relevant. But selective emailing is too complex and demanding on staff time. Noting that publicity details could be better, it was agreed that Sally and Virginia would meet Roger at Magnolia House to refine publicity (eg by indicating duration of events and offering a brief summary of content) and suggest that a summary could follow and that feedback to providers might also be helpful. There is a small budget to support these events (e.g. to pay for venue costs).

Action: Sally, Virginia

During Patient Participation Week PPG members had visited the Surgery to meet patients on 10 occasions covering 176 appointments. This had been fruitful and it was suggested that a similar effort be made this year at an opportune time.

6. Newsletter:

The next Newsletter should be prepared in November for issue in January. It should include information about the new appointments system, shingles vaccination information, explain the 'Friends and Family' question and upcoming events. The Newsletter would need a designer and a collator to replace Peter B.

Action: Volunteers needed.

7. AOB

(a) We need to refresh the website and consider what it is for, who it is for and what revision is needed. It was agreed that we should all visit the PPG website (via the Kings Corner website) and bring suggestions and comments to the next meeting.

Action: All

(b) Offers of free shingles vaccinations were targeted at specific age groups and had to be taken up during a limited period during the summer. The next target age group would be notified shortly.

(c) Our NAPP affiliation certificate was handed to Clare to display on the notice board.

This was the last meeting to be attended by Christine Weightman. She was warmly thanked for her service as Secretary of the PPG since its inception.

8. Next Meeting: Wednesday 15 October at 6.30pm

N.B. The date for the November meeting will have to be changed. Will circulate new date as soon as known.