

**Minutes of the  
Haddenham Medical Centre PPG Meeting  
Wednesday 7th September 2016**

**Present:**

Dr Mark Howcutt, Ms Ellen Solley, Keith Milmer (Chairman), Barry Lynch (Vice Chairman) plus approximately 22 patients of the Practice.

**Minutes Note:**

No minute secretary was available on this occasion, and these minutes have therefore been prepared on the basis of the Chairman and Vice Chairman's recollections. Technical problems relating to the delivery of the pharmacy presentation (see below) created significant distractions. We apologise for any errors or missing details and will amend or add to these minutes following feedback at the next PPG meeting on Wednesday 26th October 2016.

**Pharmacy Presentation:**

The meeting was attended by Yogesh Patel and Punita Joshi, two senior staff members of JMW Vicary Pharmacy, who presented an overview of how the pharmacy liaises with the medical staff of the Medical Centre in dispensing prescriptions as well as offering additional services to patients such as providing simple medical advice for common illnesses and administering flu jabs and travel medicine. By appointment (Tel: 0330 100 4200) travellers can receive vaccinations, anti-malaria tablets and travellers' diarrhoea treatment packs without having to see a doctor. During the Autumn, the pharmacy will offer flu jabs to supplement the already excellent service offered by the Medical Centre.

**Practice Notes:**

- A new doctor Amy Pennefather has joined the practice
- A new trainee doctor has joined the practice for four months
- Emily Shelby has joined the reception Team.
- Matt Mayer (doctor) and Jo Williams (nurse) have left the practice
- Two cases of verbal abuse have been experienced recently by reception staff.
- There are still patients arriving late for appointments, in one case 30 minutes late! These cause problems for other patients and waste the valuable time of our doctors.
- Recent survey results have shown some improvement in perceived service quality recently but this only brings the Practice into the equivalent level of other local Practices. There is a desire to improve these survey results, so as to achieve comparatively better scores.
- Free Wi-Fi should be available in the Medical Centre within the next two weeks. (Since the meeting, this facility has been successfully installed).

**Finances:**

Bob Giles does a wonderful job keeping our financial records straight - particularly in relation to our 200 Draw organised in conjunction with his partner, Lesley Coles. We are grateful for their sterling work on behalf of the PPG.

1. We had 157 members of the PPG 200 Club for 2016, so at £25 per ticket the PPG's base income for this year's draw has been £3,925. (Some of this money [approximately £1000] would have been received before the end of 2015). We pay out £85 each month in prizes, so on September 7th we had paid £680 for 2016, with another £340 to go before the year end.

2. Not all the previous year's income had been spent and at this meeting date we had £3,137 in the bank, after having paid £1,955 for the new ECG machine. This same amount was subsequently refunded as a donation from the Haddenham Beer Festivals Trust (our sincere thanks to them). So our effective bank balance was £5,092.

**Clinical Commissioning Group:**

Bob Giles is also the Haddenham Medical Centre PPG representative on the Aylesbury Vale Clinical Commissioning Group (CCG). He will provide us with a summary of his attendance of his first CCG meeting at the next PPG meeting.

**Next Meeting:**

The next meeting of the Haddenham Medical Centre PPG will take place on Wednesday 26th October, beginning at 7.00pm