

# HADDENHAM PATIENT PARTICIPATION GROUP

## Minutes of Meeting held at 7.00pm on Wednesday 11<sup>th</sup> November 2015

**Present:** Keith Milmer (Chairman), Barry Lynch, Ellen Soley (Practice Manager) and 28 patients

**Apologies:** Dr Howcutt sent his apologies

### 1 **Practice Report:**

**Staff:** Eileen Soley reported that the staff trainee (Akbar) was no longer with the practice. A new Health Care Assistant (Eileen McCarter) has now started as a replacement for Nikki Eastwood.

**Dementia Training:** Dementia training was undertaken in October for the staff at the surgery to become 'dementia friends'. Also new signage will be put up to help visually impaired patients and those experiencing dementia challenges.

**DNAs:** The problem of patients not showing up for booked appointments ("Did Not Attend") was discussed. Some improvements have been observed but DNAs still create significant inefficiencies. Based on feedback from the PPG, the surgery is now following up patients to ask why they did not attend. If patients regularly miss appointments, then this will be noted.

**Charity Challenge:** Dr Munir is running the London Marathon next year for Action on Hearing Loss (previously RNID). You can contribute [here](#). The Practice will also be hosting a drop-in clinic once a quarter to will offer help and advice on hearing loss and doing repairs to hearing aids on the day.

**Carers Bucks:** Ellen also announced that *Carers Bucks* hold a meeting in the surgery on the second Monday of each month. Carers are very welcome for a cup of tea and a chat and they will be able to gain lots of information and support. They will also be shown various gadgets and aids available to assist them in their caring challenges. There is more information on this on the surgery [website](#).  
Ellen also pointed out that it is very important for people who have a carer – whether from within the family or otherwise – to give permission to the Surgery for personal data to be released to their carer if as and when necessary.

**Appointments:** Keith Milmer suggested that the Parish Council newsletter might also be able to help communicate this. A sub-group of PPG members (Chairman, Vice Chairman plus three young mothers) had met recently with key Practice staff to discuss potential ways of improving the appointment system. Feedback was that the triage system was working well. The mums were also very satisfied with the speed with which they can secure appointments for their young children when necessary. They were not aware of the internet option to book appointments but felt it might be too time consuming compared to phoning. Currently internet appointments are released a week ahead and the surgery is looking to increase this. The Chairman pointed out that the struggle to obtain GP appointments is a national issue and given the increasing pressure on GPs in relation to demand, patients may have to lower their expectations.

**Bad Behaviour:** Following concerns discussed at the last PPG meeting in relation to occasional poor behaviour by a few patients, Ellen said that new signage is going up to emphasise that staff and patients need to show mutual respect – the wording of which is still being decided. There was mixed feelings about the need for this among the meeting participants. Ellen will email the wording to Keith. All the staff had been on a customer care course on how to deal with problems of behaviour.

### 4 **Patient Test Results online**

A form is available at the surgery to be completed by each patient so that test results can be made available online – confidentially accessible to those patients who have registered to use the online facilities.

### 5 **Rogue Usage of Car Park**

Since the last PPG meeting a direct observational survey had been undertaken by five members of the PPG. On the day of the survey no major abuse of parking facilities was observed, although the team of observers was shocked by the sheer throughput of vehicles over a 12 hour period: the surgery and pharmacy were extremely busy for most of the day, but especially from 11:00am-12:30pm. It was clear that even minor parking abuse (such as when significant social events are taking place in Thame or Oxford) the car park capacity could be seriously compromised. After discussion the Chairman summarised as follows:

- \* The spaces should be much more clearly marked, to minimise loss of spaces by poor parking discipline
- \* There is a risk that the car park could fill up, particularly between 11.00am – 12.30pm
- \* Clear, unambiguous signage should be used on all lamp posts to remind people that the car park is private - for patients use only
- \* There is possible space for 7/8 extra spaces to be created at the Southern end of the building, parallel with Lower Road
- \* If approved, the new dental surgery would place extra pressure on the space available. Its staff and patients would probably cause the car park to exceed capacity on a regular basis at the busiest times of the day.

The Practice has received a written report from the PPG. It was suggested that a copy of this report should also be sent to the Parish Council.

### 6 **200 Club**

Over £5,000 was raised this year, which included two very generous individual donations. It is hoped that a further £5000 can be raised this year and people were encouraged to renew their subscription to the 200 Club, and to encourage

friends to join. This can now be done online or by bank transfer. (Details from Lesley Coles, 52 Stokes End, Haddenham HP17 8DX. Tel: 07711 832898

With monies raised from the 200 Club in 2016, it is hoped that the PPG might assist in the purchase of an ECG machine, a second monitor to display information for patients in the waiting area, and an air conditioning unit for the minor operations room.

The Chairman thanked Di and Lesley for all the work they have done and continue to do for the 200 Club, and for the fundraising coffee mornings they have arranged.

**7 Any Other Business**

One patient reported that she had telephoned the surgery and had to wait over six minutes for her call to be answered. Some PPG members felt that this was not a major delay compared to response times in the past.

**8 Date of the Next meeting**

This was agreed as Wednesday the 3<sup>rd</sup> February at 7.00pm.