

HADDENHAM PATIENT PARTICIPATION GROUP

Minutes of Meeting held at 7.30 on Tuesday, 18th March 2014

Present: Keith Milmer (Chairman) Barry Lynch (Vice Chairman), Dr M Howcutt, Ellen Solley (Practice Manager) and Group Members

1 Keith welcomed the group and introduced Andrea Smith and Marie-Helene Usherwood who will between them take on the role of secretary

2 **Practice Report**

Dr Howcutt asked for feedback on the new appointment system. An extra receptionist was now taking calls in the morning, making a total of three. A few teething problems had been noted and it was suggested that a feedback form for patients be made available in the reception. Patients who experience difficulties were requested to take a note of the time and date of their call to assist the practice in identifying the problem. Keith Milmer thanked the surgery for their efforts.

Eileen Solley spoke re the Patient Experience Survey. The results had been disappointing as it had not reached the majority. It was suggested that this be advertised on the web. A request was also made for more evening and Saturday morning appointments to be made available for working patients. Dr Howcutt explained that this problem is constantly under review. There are two new appointments at the surgery – a new Health Care Assistant, Nicki Eastwood, and a new Diabetic Nurse, Sandra Almond.

Regarding fundraising by the PPG, Eileen suggested two further high back chairs for the waiting room at a cost of £500 would be welcome.

3 **Release of Patient Information**

On this topic whereby patients' personal and confidential medical information could be passed on to the Health and Social Care Information Centre feelings were divided. Keith felt that the PPG should not support one view or the other but supply the group with information updates in order that they make their own decisions. Barry Lynch said that the Times has reported that a billion hospital patient records had been already sold to a marketing consultancy which did not give confidence in the CareData project. Dr Howcutt holds the view that people should opt out of the proposal until more information was available as it would be possible to opt in later if necessary. An explanatory leaflet from the NHS should have been delivered to every household. Thus far it had been received by one third of those present at the meeting. It was agreed to discuss this further at the next meeting.

4 **Fundraising**

It was agreed that the PPG would organise a 200 Club as an excellent way to raise funds and Keith is looking for a volunteer to run it.

5 **Communications of Non-Members of the PPG**

Keith Milmer explained that we need to reach out to 'non-members' of the PPG and wanted suggestions as to how this be done. The notice board in the waiting room should be used. Dr Howcutt will look into the practicality of emailing everyone in the practice. It was suggested that GoLocal could be used and Ellen Solley will email other village parishes.

6 **Any Other Business**

It was reported that there is a pernicious scam via email purporting to come from NICE. This should be ignored and deleted. NICE would never contact patients directly by email.

There is to be a Tyrefighters Weight Loss Group - a group which will meet at the surgery when it opens on a Saturday morning. This is being organised by David Lindsey and will start promptly at 9 -10.30am on the 12th April. It will be free of charge.

The length of time to get a prescription was discussed. Dr Howcutt explained that the new appointment system had impacted on the time taken to produce the prescriptions but that a new and improved system will be in place in the summer.

The plans for the development of the land adjacent to the surgery to include bungalows for the elderly and a dentist surgery are on the noticeboard. It is suggested that as many people as possible look at them and contact AVDC with their views/objections.

Ellen Solley reported that the surgery had bought two high backed chairs, a hyfregator to be used by Dr Munir, and replacement beds in all consulting rooms. A new blood pressure machine will shortly be in the waiting room for the use of all patients.

7 **Date of the Next meeting**

This was agreed as Tuesday 20th May at 12.30pm to enable different members of the PPG to attend.