



HADDENHAM

Medical Centre PPG

Minutes of Meeting held at 7pm on Monday 23rd April 2018

Present Barry Lynch (Chairman), Dr Mark Howcutt, Ellen Solley (Practice Manager) and 16 members. Apologies from Brian Rogers, Barbara Southwell, Peter Woodrow, Angela Rainbow, Gill Bedding, David Peck, Lesley Coles.

1. The Chairman welcomed everyone and thanked them for their attendance. Responding to Dr. Howcutt's comment at the last meeting that he would prefer the PPG to be a "Friend" rather than a "Critical Friend" he expressed his hope that Patient Group would provide more active support to the Medical Centre this year and had formed a working group of members to deliver a programme of new projects.

2. Practice Report

Ellen reported a Prostate Cancer Treatment event had been held in reception.

Last week there was training for the staff on Autism.

A new doctor has started - Dr Kosir Latif who will be working Tuesday, Thursday and Friday.

Ellen thanked the PPG200 Club for the 2 new 24-hour ABPM (Ambulatory Blood Pressure Monitor) machines. She explained in 2014 they had 8 PB devices at a cost of £40-£60 which patients were allowed to take home but these all went missing even though letters and telephone calls were made to try and recover them. Dr. Howcutt said the ABPM machines will be far more useful for diagnostic purposes.

The latest Practice News Letter is available in reception.

Ellen explained that a new Data Protection Law will be introduced on the 25th May (GDPI) and the Practice will be sending out text messages to ask if they still wanted the Practice to contact them in this way.

A Carers Bucks event will be held on the 23rd May which will cover Lasting Power of Attorney, a poster will go up next month.

3. Report on Signage Project

Brian Rogers was unable to attend the meeting due to a Stone Parish Council Meeting.

Ellen had received a very detailed report from Brian which covered the need for colour coded signage to help Dementia patients find their way around the Practice. A quote for Phase 1 for signage has been applied for and will implemented by the Summer.

4. Vice Chair of PPG

Barry reported that nobody had applied for the position of Vice Chair. In addition to our own PPG meetings he is attending 14 CCG meetings on behalf of our PPG each year and would appreciate having the backup of a Vice Chair who can deputise for some attendances. Barry suggested leaving this matter until the next meeting when, hopefully, a candidate may be found.

PPG 2018 Programme

A new PPG initiative has been introduced to provide active support to the Medical Centre. A number of projects will be targeted each year. A copy of the programme for 2018 is attached. A small working group of members are meeting regularly with the Practice Manager to implement the programme. *(If any other members feel that they have relevant skills and would like to contribute to the programme please contact the chairman).*

The first priority is to increase the PPG membership in order to regularly communicate with a wider group of patients. Unfortunately, due to patient confidentiality the practice cannot

share the actual patient list with the PPG but they can use the text messaging system to invite patients to join the PPG and they will be commencing invitation texts shortly. It will be simple for patients to click on the text message and go to the new PPG online application form. A recent mail out to 40 PPG200 club members achieved 12 new PPG members and 2 were attending this meeting

Additionally, the PPG is preparing an invitation pack to be given to all new patients registering with the Medical Centre and David Gregory has arranged for us to speak on membership at upcoming U3A meetings (membership of 400).

Question from the floor asked whether the database complied with the new legislation. Barry replied that the new membership forms complied with new GDPR requirements and the database was secure as he was the only person able to access the data.

The PPG plans to set up a training programme to help patients to register and use the "Patient Access" system to order repeat prescriptions, make appointments and see test results etc. Dr. Howcutt said there were currently around 1000 patients ordering online prescriptions. A comment was that sometimes people do not want to know their results. Younger patients were more likely to want information and take more responsibility for their health. The training programme would require volunteers.

Question - Are test reports automatically seen on registration? First you register and then you must contact reception for them to tick a box to enable test results etc. to be seen.

Question of how many patients registered at the Practice – 8000.

Question does the Practice ring patients to give results – Not if OK, but if abnormal the Practice would ring.

Dr. Howcutt advised that people who did not register for Patient Access would provide information in different ways to people who did not have online access.

The PPG plans to have more speakers and Lesley Coles has volunteered to organize the programme. Lesley could not attend the meeting and Barry applauded her efforts to produce a list of organisations who could give short presentations on health issues at PPG meetings. These could also be standalone events in partnership with the Practice. Question as to where the people get their resources – mostly talks given by volunteers who raise money by fund raising separate from PPG.

Dr. Howcutt said that the health issues events are really appreciated and most of the charities will come for free and have leaflets to hand out.

5. The Practice is to have a new website and there will an updateable area for the PPG
6. Terms of Reference - The need for Terms of Reference for the PPG became apparent when our then Chairman resigned recently and there was no clear procedure as to how a replacement should be elected. A draft document will be sent to the members for comment before the next meeting at which they will be asked to approve by way of a vote.
7. Tyrefighters Update

David Lindsey announced that Tyrefighters have been going for 5 years and he thanked the Practice for the training room being allocated twice a month when the Practice is open on a Saturday morning. He gave an outline of the benefits of people attending Tyrefighters with the emphasis on eating less. He advocated the plate size to be used should be 9 inches and has people in the group who have lost up to 60 lbs in weight.

Information for dates of meetings can be found on haddenham.net and dinton.info websites.

8. PPG 200 Club Update

Bob Giles gave a brief account of how the PPG 200 Club operates and said that to date £16,000 had been raised so far plus contributions from the Beer Festival and personal donations, plus people who win may put the money back in.

At present there is £3,000 in reserve but new membership rate if falling, there are less than 100 members. Perhaps early in the year suggestions of what the Practice need could be published to encourage people to aim for a specific project.

David Lindsey suggested using Red Kite Radio for advertising.

Barry made a suggestion that there could be a 6 month ticket from July at half price and thanked Bob and Lesley for all their hard work.

9. Members Issues

David Lindsey asked for the box on repeat prescriptions to be reinserted and the pharmacy are looking in to making this possible.

Member commented that they do not have a computer and Dr. Howcutt said the Practice would continue to support people who do not have computers.

Is there a rational behind 1 month or 4 months prescriptions? Dr. Howcutt said the Government and CCG require them to issue 28 days only. For a new prescription a 28 days supply would be issued, long term conditions will be given longer periods.

Prescriptions will not be issued if you can get cheaper over the Pharmacy counter, or prescribed drugs with low clinical efficacy.

Dr. Howcutt said that the decision which medication to buy is made at Pharmacy level.

10. AOB

No other business

11. Date of next meeting will be on Wednesday 27th June at 7pm