



# HADDENHAM

## Medical Centre PPG

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Minutes of Meeting held at 7pm on Wednesday 6<sup>th</sup> December 2017

Present Keith Milmer (Chairman), Barry Lynch (Vice Chair) Dr Mark Howcutt, Ellen Solley (Practice Manager) and 18 members. Apologies from Alan & Margaret Watkins, David & Sue Peck, William Kershaw, David Lindsey,

1. The Chairman welcomed everyone.
2. Practice Report.

Ellen advised that the Landlords have now concluded that it might be possible to replace the blockwork in the car park.

The feedback on the nurses rota is a care plan for diabetes patients. 2 appointments are needed 2 weeks apart not 1 week as is at this time.

Dr Thwaites has left the practice and Dr Carrington has joined.

There has been a good response to cancer screening, breast, bowel and cervical.

2 weeks notice of a CQC inspection was given. Mission statements were sent in advance and the inspection was completed in 1 day.

2 people looked at safety issues and staff were interviewed at end of day. The PPG was contacted by phone and questioned.

Dr Howcutt - The patient satisfaction survey - 92% of patients recommended out of 334 samples. National survey done by Ipsos-Morey. Only half tend to return and some responding will not have recent experience having not used the practice for some years.

National survey showed 73% of respondents describe their overall experience of this surgery as good – which is slightly below average; although our “Friends and Family Test” survey results from patients who actually use this surgery is much higher.

Other areas below average are choice of doctor. This is difficult as patients have preferences, but we have an open list policy, if needed, patients can see any doctor.

3. PPG 200 Club

It has been agreed to fund BP machines, more high back chairs and a pediatric sats monitor.

Barry is concerned that we are losing members year on year. He is concerned that with current applications we may be unable to cover cost of prizes. There were 125 members in 2017 and we are looking for 150 in 2018 to cover prizes and equipment that the surgery needs. For the 2018 fundraising effort we have slightly changed the objectives to include in addition to practice equipment “any other appropriate expenditure to benefit patients and further advance the PPG”. Examples of additional types of expenditure could be funding health information events and promoting wider active membership of the PPG. Barry and Keith have been meeting other PPGs at CCG Networking meetings and learning how they support and work with their practices. A Member suggested we advertise in the local info magazines and that will be considered in future. It was also suggested that there could be a newsletter sent to members detailing how the money is spent.

Patients can apply online to join the 2018 200Club at [www.dinton.info/ppg.php](http://www.dinton.info/ppg.php).

4. Online GP System

We need to promote the system to get more patients to use it for both their own and the practice’s convenience. Many practices still do not have an online system. We accept that some patients do not have computer skills and we need to provide support for them in the

form of training. Most patients use the system to order repeat prescriptions but there is now much more available online such as test results and treatment correspondence from consultants. It might be possible to use the screens in the waiting area to show how to use the system. There are 30% of the appointments available online, the rest for telephone and walk-in requests. This could possibly be changed.

A member suggested we make a video to show in the waiting room how to use the system. Dr Howcutt feels that the telephone system when used for urgent appointments works well.

5. Members Issues.

Member asked if shingles jabs are available. Response was that they are with a limited supply and that qualification is normally restricted to 70 and 78 year old persons. Details of qualification criteria are available from reception or on NHS Choices website.

6. Member advised that the Blood Pressure monitor room had been found locked during surgery hours. This is because patients have closed the door on exit (It has a Yale type lock). A notice is needed to advise patients not to close the door.

7. Date of Next Meeting was agreed - Wednesday 21<sup>st</sup> February 2018.