

Minutes for Bell Surgery Patient Participation Group (PPG) AGM and Meeting

Monday 14 May 2018

	Subject item :	Discussion	Action assigned
1.	Apologies for Absence were received	Vivienne Laurie; Laura Muncer; Dr Reynolds;	
	Annual General Meeting :	Janet Waters welcomed the ten members of the committee present, including Louise West (Practice Manager) and Cathy Forman (Practice Nurse representative). Janet also gave a special welcome to Jane Richardson who was attending for the first time.	
2.	Chair's Report for 2017 / 2018	<p>Janet introduced her report for the past year, which had been circulated to all members of the committee as a Draft. (She invited any comments or suggestions to be forwarded to her by e-mail within 5 days).</p> <p>She went on to emphasise that it had been a very busy year for the PPG and much had been achieved.</p> <p>She referred particularly to the successful series of "Life" and "Health" Talks which were being held at the new Townlands Hospital. The 'Friends of Townlands Hospital' (FROTH) had kindly offered donations to cover the costs of refreshments at the sessions. The programme of talks would be continuing during the remainder of 2018 and on into 2019.</p> <p>Janet also mentioned the similar event being sponsored by the Benson PPG; the South East Locality Forum (SELF) meetings which most local PPGs attended to share views; and also the Townlands Stakeholder Reference Group (TSRG) which continued to meet to discuss the Hospital topics. The next 'Open' meeting will be held on 26 June at the Henley Town Hall. She invited members of the PPG to attend if they wished.</p>	ACTION : Comments on the report by 21 May

<p>4.</p>	<p>Up-date from Surgery :</p>	<p>course at Highlands Park Development and at the McCarthy & Stone Care Home, etc.</p> <p>Julian updated that there had been no progress meeting members of Henley College to discuss possible involvement of young people in our PPG.</p> <p>Louise West (Practice Manager) provided an up-date on all the issues covered in her recent discussions, as follows :</p> <ul style="list-style-type: none"> • Car parking : 6 spaces for staff parking (only) have been agreed with the Chiltern Court Care Home and a further request had been made to the OCCG for a similar number of spaces for staff parking (only) at Townlands Hospital .This should reduce congestion in the Surgery Car Park for patients. New signage will replace the former Smart Parking penalty signs. • Townlands Hospital will hold an information / consultant open evening and exhibition of clinical services for GPs and Practice staff from 6.30pm 12 June 2018. This is an opportunity to meet consultants and promote our talks. • 'Health Walks' – these walks were being sponsored under the 'GO ACTIVE' initiative and aimed at Diabetic patients in particular. The walks will start on the 22 May at 12 noon from the Henley Town Hall. Dates will be advertised in due course. • Information evening related to Diabetes and weight management organised by the District Council on 16th May from 6.30-8pm at the Henley Rugby Club. Bell Partners and Practice Nurses will be attending. • Henley 'Living Advent Calendar' : Louise confirmed that the Surgery 	<p>ACTION: Julian to keep the action under review.</p> <p>ACTION: members to note date as it may be possible to attend as we did last time.</p>
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		<p>would again be included in this series of events. The two surgeries would combine in hosting this event on Thursday 20 December.</p> <p>Louise requested ideas from the PPG re performers etc.</p> <ul style="list-style-type: none"> • Redecorating and refurbishing of the Practice facilities has taken place and new flooring has been installed in surgery toilets, lobby and in front of reception desk. • '70 Years of the National Health Service' : This anniversary is on 5 July; an NHS 70 Year logo is available and ideas were being sought : Janet suggested an article in the Henley Standard to promote the event. She will contact Simon (Editor) to discuss. Julian or Janet will also enquire what was discussed at the SELF meeting. Isobel mentioned names of those that are well known for understanding the history of Townlands and others in the town over 90 who may be willing to be interviewed. • Cathy Forman confirmed that the recently introduced 'Minor Illness Clinics' were being well used by the duty doctor and helping to ease the pressure on GP appointments. • The 'Patient's Charter' initiative still remained on the 'To Do List'. • Data Protection: Drafts of possible leaflets for GDPR legislation were being considered to go out in waiting room to inform patients – query whether to use the generic leaflets made available or to draft our own to match the waiting room slides. • Privacy Notice: This has been added to the website and slides explaining GDPR are ready for the waiting room ad screen. 	<p>ACTION: send ideas directly to Louise</p> <p>ACTION: Isobel to send names to Louise and Janet. Janet to contact Simon at the Standard and Janet and Louise to discuss the way forward and communicate to members.</p> <p>ACTION: Louise to share a draft with the members</p> <p>ACTION: Louise to circulate the leaflet and PPT slides and members to comment by 21 May.</p>
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5.	Patient Feedback :	<ul style="list-style-type: none"> • Hart Surgery: Louise updated on a recent meeting with Hart and their request that we meet with their PPG once a year. We agreed with the proviso that any joint initiatives have shared activity. <p>It was suggested that those patients who have a part-time GP should be offered an appointment with the job sharing GP if their usual GP is not available in order to maintain continuity / consistency of treatment. Experience of PPG members was that this is not being offered by reception.</p> <p>'Practice Newsletters: A question was raised about the scale of issue of these newsletters.</p> <p>It was confirmed that they were issued to all patient e-mail addresses; copies in the surgery, etc., It was also suggested that copies might also be made available to local sites (Boots' etc.) as for previous issues. Members thought the Newsletter a really good way of communicating and Lynne will continue to draft a PPG piece.</p> <p>Drug Abuse: Isobel asked for an update on the drug abuse material she had provided. It was confirmed that ad screen slides would be drafted and Dr Reynolds would be adding them to the two ad screen in the waiting area.</p>	<p>ACTION: Louise and Janet will agree a date.</p> <p>ACTION: Louise to make reception staff aware.</p> <p>ACTION: Louise to drop newsletters into local Pharmacies.</p> <p>ACTION: Louise to check out progress.</p>
6.	Educational Health Talks :	<p>Reports on all the talks had been circulated to PPG members and reports (including photographs) had been provided to the Henley Standard. The talks have been a great success and very well attended.</p> <p>There had been some minor problems with 'computer compatibility' where sound was required which will need to be checked in future.</p> <p>The planned talk on 'Gastroenterology' on 19 June had been cancelled. Louise was asked to ensure that all those on the attendance list should be notified of the cancellation.</p> <p>A talk on Ophthalmology was being planned for the 18th September and</p>	<p>ACTION: Louise to arrange for those on the waiting list to be notified. Janet to inform the Standard and continue to seek a new date from Dr</p>

7.	<p>End of Life Series of Talks :</p> <p>Future Planned Health Talks : (Proposed dates)</p> <p>N.A.P.P. Awareness Week:</p> <p>The Voice of the Carer Carer’s Meeting :</p>	<p>details would be issued in due course. A talk on the Rapid Access Care Unit and Elderly Care is being planned for 4 December. It was suggested that this might be extended to include the Minor Injuries Unit?</p> <p>Another talk in this series is planned on ‘Funeral Options’, including ‘Woodlands Trust’ etc... Louise has contacted Tomlins and Walkers funeral directors. Members suggested this should now take place in September at Townlands as “Dying Matters” week in June will promote funeral planning. Support was requested for PPG members to work with Louise on this project. Isobel and Paul offered to help Louise with this subject. This series needs more planning and Janet asked that the next talk in the series is considered by the team.</p> <p>18 September – Ophthalmology : 4 December - R.A.C.U and Elderly Care. : 12 February 2019 - Urology (Dr Rogers and Dr Adam Jones (TBA) 16 April 2019 – Dermatology (Dr. Helena Malhomme and team) 11 June 2019– Respiratory (Dr Yvonne West and Dr Chris Davies TBA) 10 Sept 2019– Paediatric (including child development) TBA 19 November 2019 – Parkinson’s and movement disorders TBA</p> <p>As part of this initiative, the surgery is proposing an ‘Open House’ at the surgery on 7th June 2018 from 11.00. It was suggested that an advance notice of this event be added to the information screens in the surgery waiting area. PPG members were asked to support this event.</p> <p>Rebecca reported on this event held in March. 20 local carers attended for 2 hours. There was plenty of good information available from a number of different sources, which was much</p>	<p>Booth and team. Janet will continue to liaise with consultants, Dr Chan and Louise.</p> <p>ACTION: Louise to contact Steph at Townlands re dates. Isobel offered to help and Paul after the summer.</p> <p>ACTION: members to promote and support if available.</p> <p>ACTION: Inform Janet by the end of May if you can attend.</p> <p>ACTION: Rebecca will lead on planning the 2019 March meeting.</p>
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8.	South East Locality Forum (SELF) Meetings :	<p>Janet referred to these locality meetings which provided an opportunity for all the PPGs in the area to share information and to discuss local issues. These exchanges of information, etc., were encouraging all PPGs to ‘up-their-game’. Janet thanked Julian for his support.</p>	
9.	Any other business :	<p>Janet asked Jane Richardson whether she would be interested in joining the committee. She said that she would. She was duly proposed and appointed.</p>	ACTION: Janet to update the member list.

Date of next PPG meeting: 10 September at 7pm

Peter Reader

Minute Secretary

18 May 2018