

		<p>pressures due to planning in higher volume of urgent appointments. CCG offer to add in more winter pressure appointments was helpful , we used 19/32 additional appointments over the 5 days. Last week had been a challenge with two GPs off sick, but everyone had worked well together to manage the situation and take on additional patients.</p> <p>(ii) Post 'Away Day' items: teams discussed MORI results and each drafted list of suggestions for improvement which were then prioritised to a list of the top 3 per team. Admin team have achieved their three targets, other teams have met and are working through their actions. More Reception Staff training to be arranged through the 'Medical Defence Union.'</p> <p>(iii) Admin team worked on a tag line. "Every Patient Matters" and there is a plan to produce a 'charter 'what we offer as a surgery and patient responsibilities '. PPG members are interested in giving feedback before being finalised.</p> <p>(iv) Dr Norman has been made a Partner and he has been asked to write something for the Standard.</p> <p>(v) A newly appointed District Nurse in training will receive mentoring in the surgery and will be associated with the surgery for a further year.</p> <p>(vi) As a Locality the surgeries are considering the offer of CCG funding for 1 year in support of a Mental Health worker and a clinical Pharmacist. Concern was expressed by Louise that the offer was short term and the</p>	<p>Louise will provide a summary of the three actions agreed by each team</p> <p>Louise to send round a draft for comment</p> <p>Louise can confirm the editor has agreed to publish</p>
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		<p>staff would be shared across all 10 practices in the locality. We have agreed to take our share of both services.</p> <p>(vii) Janet suggested that PPG reps should feedback any patient observations to Louise after a visit to the surgery. These observations were helpful when done prior to CQC. Also to forward positive comments to 'NHS Choices' website and to mobile message feedback requests (Friends & Family).</p>	<p>All PPG members to note</p>
5.	Car Parking	<p>Louise reported on the remaining issues concerning parking fines, which she was still working to resolve.</p> <p>3 additional parking spaces for staff only use have been agreed with 'Chiltern Court' and a request has also been made to NHS Property Services for further additional spaces for staff to be provided on the Townlands site.</p> <p>The issue of a petition was discussed although as a PPG there is no agreement if this will make a difference.</p>	<p>Louise will continue to pursue these issues.</p> <p>Julian offered to speak to the NHS rep dealing with Smart Parking. (Chris Hill)</p>
6.	Patient Feedback and questions – Voice of the Carer	<p>Rebecca reported on the dwindling support for local Carers with 'Bluebells' mentioned as an example; the November conference at Kassam had been informative and should be advertised for later this year. it was helpful as a liaison with Oxfordshire Carers Association / Age Concern / Sue Ryder Admiral Nurse etc.</p> <p>The Bell PPG Annual Carer's Meeting has been re-arranged on 20 March at Townlands Hospital. Talks have been arranged from Admiral Nurse; Age UK ; etc.,</p> <p>Peter also mentioned a new police / rescue services initiative (The Herbert Protocol) for carers to record information on Dementia patients.</p> <p>Louise mentioned approach from Police for Surgery to be a 'Safe Place' for vulnerable patients with dementia – will be approx. 30 locations in Henley, patients carry cards with carer contact details. Surgery signed up to be a 'Safe Place'; can promote at Carers event and on waiting room ad screen.</p>	<p>Rebecca to continue as 'lead' with support from other PPG members as necessary.</p> <p>Peter will send information to Rebecca and Louise to include at the Carer's event</p>

	<p>Engaging young People</p> <p>Drugs Initiative :</p> <p>Blood Tests for Prostate Cancer</p>	<p>Julian has been active in this area and has a meeting planned. He is aware of the Thame PPG initiative.</p> <p>Isobel mentioned the work of her contact who goes into schools and educates pupils and parents on drug issues. Julian and Isobel agreed to take forward this aspect and to liaise with Thame PPG who has already been working on this issue.</p> <p>Peter mentioned the annual arrangement organised by the 'Reading Lions' to hold blood testing opportunities for men aged 45 and over on Saturday 3 March 2018. Publicity material passed to Louise for display in the surgery.</p>	<p>Julian and Isobel</p> <p>Louise to add slide to ad screen and put leaflets out in surgery.</p>
7.	<p>Educational Health Talks</p> <p>Life Planning series</p>	<p>Janet reported on the series of 'Health talks' being held at Townlands Hospital. Recent talks have been well supported. Current topics and dates are as follows: 20 February – Audiology; 18 April – Dermatology ; 19 June – Gastroenterology ; 18 September – Ophthalmology 4 December – RACU ; 12 February 2019 – Urology 16 April 2019 – Strokes (including latest Treatments)</p> <p>Further Health talks were discussed for 2019 to include : Respiratory ; Parkinson's and Movement Disorders ; Fertility/gynaecology and Paediatrics /Child Development ; The Nurse Specialist may be able to offer a talk on the Menopause</p> <p>Janet asked for volunteers to work with her and Louise and plan further talks in the series following our successful first two talks. We had a plan to do something on funerals and possibly a talk based on the Sonning Common series</p>	<p>PPG members were asked to promote and support these talks and to assist when they can.</p> <p>Janet will liaise with Dr Chan to organise a calendar of health talks</p> <p>Cathy to contact the nurse specialist</p> <p>Names to Janet please</p>
8.	<p>SELF Meetings and Primary Care Framework</p>	<p>Janet provided a brief resume of the recent SELF Meeting (Minutes had been circulated.) She also referred to the recent Wallingford meeting to discuss the proposed 'Primary Care Framework'.</p>	<p>PPG members were encouraged to brief themselves on these on-going issues and to participate with</p>

			feedback where relevant.
9.	Any other Business	<p>Lynne had written to the Standard promoting the revised Active steps to Fitness Leaflet. Thanks to Lynne. A link had been added to the web site on the news page so the leaflet can be easily located.</p> <p>There being no further business the meeting closed at 20.45.</p>	

Date of next PPG meeting (AGM) agreed as Monday 14th May at 7pm

Peter Reader

Minute Secretary

8 February 2018