

		<p>Some of the themes were around consistency of service and taking a customer service approach (can do) in the way they communicate. Reception staff have asked for a uniform. The PPG is interested to contribute and would like to see a draft plan.</p> <p>New screens Dr Reynolds and Louise updated on the two new screens that have been purchased and the content which is being developed by them. Dr Reynolds asked for Feedback on what should be the content and how frequently it would change. Louise has sent Janet a draft to consider and update so that the PPG is referenced.</p> <p>Patient Feedback Louise mentioned adding feedback and the tricks of getting to the top of the internet search engine list. As always, patients are encouraged to give constructive feedback using NHS choices and Google. All are encouraged to join the Surgery Facebook page.</p> <p>Boards in the waiting room Following the redecoration of the waiting area, it is planned to reduce the number of boards and notices on the walls. Dr Reynolds updated on the idea of having a couple of notice boards and keeping them smart and focussed. One idea we all supported was the ‘You said – We did ‘concept which is used in the NHS to engage patients. This would be a way of keeping patients updated on changes and ensure patients know we are all listening! Dr Reynolds asked for ideas for the other board. We discussed linking materials to national themes and changing the board material maybe bi-monthly.</p> <p>Increasing patient numbers Louise had found a way to track leavers through EMIS and plans to seek feedback on the reasons for leaving the surgery. Julian mentioned the information that SODC are able to use to establish new community members.</p>	<p>Louise to send round the draft action plan in December for comments and to work with the PPG to review progress.</p> <p>Comments to Louise on rolling screen content</p> <p>Janet to review</p> <p>Issues on content to Dr Reynolds Lynne to investigate and circulate the national calendar of awareness weeks and Louise to agree themes with Dr Reynolds.</p>
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		<p>Louise had copies of the new patient leaflet. We thought it might be helpful to do a leaflet drop around new developments when they are ready. Ideally the Surgery is keen to increase numbers and include families.</p> <p>Staffing It was helpful that staff was settled although a receptionist off sick was putting pressure on everyone. A nurse had returned part-time to manage the contraception clinic. PPG members were pleased to see doctor stability.</p> <p>It was suggested to move the staffing board into the lobby rather than corridor. Louise confirmed this was planned for the redecoration of the lobby. The PPG suggested putting doctor's profiles in the newsletter and maybe add to the screen with short bios, listing specialisms and years of practice.</p>	<p>Julian to discuss with the SODC representative</p>
<p>6.</p>	<p>Patient Feedback and questions – Townlands out patients</p>	<p>Vivienne raised the issue of Dermatology outpatients and the long delay to get to see a consultant.</p> <p>Dr Reynolds updated and explained he can send pictures and emails to a specialist to assist his decision making. Consultation. He gets advice within 3/4 days and saves on referrals. The GP Didcot service is up and running for minor dermatology treatments. He advised contacting PALS if there are problems as encountered by Vivienne. He said they usually got things moving.</p> <p>Dr Reynolds acknowledged there was a huge problem with Dermatology and referrals. Dr Reynolds also mentioned the cardiology outpatient clinics were struggling with numbers and that the consultants were planning changes to try and reduce referrals to them.</p> <p>Adding a note to the appointments was mentioned when someone had requested a specific appointment such as to see a female doctor and then being transferred to another doctor (male). This feedback had come through Jill Ford and supported by Vivienne as being unsatisfactory.</p> <p>Rail service and Water bottles</p>	<p>Vivienne and Janet to raise at TSRG</p> <p>Louise to review and consider as part of reception training</p>

		<p>Julian raised a question about getting advice from an urologist as he was involved with a new rail service that would not have toilets on board. Dr Reynolds suggested Dr Blick be contacted.</p> <p>The issue of water bottles being refilled was discussed. The advice was that it was a main source of illness at schools when bottles are not thoroughly cleaned.</p> <p>The PPG members mentioned that the flu clinic went very well.</p>	<p>Julian to progress</p>
7.	Educational Talks	<p>Janet and Louise updated on progress.</p> <p>Life Planning at Townlands The Life Planning leaflets were available for the Sue Ryder talk on the 14 November from 2.30-4.30 pm. Rebecca has lead this planning and we are now into the marketing phase.</p> <p>Health Education Talks - Diabetes Monday 20 November 6-8pm at Townlands The leaflets have been circulated and adverts for both talks are with the Standard and the Henley Herald. Cathy mentioned that she had not pursued the nurses at OUH as the consultants were from RBH. Janet had arranged for the GO Active team to be there promoting their work in support of Diabetes.</p> <p>Future talks Janet is still trying to get a response from the Cardiology consultants. The Audiology consultant has been in contact.</p>	<p>Rebecca to lead with support from members for marketing and on the day.</p> <p>All to promote where possible and to advise if attending and can help on the day</p> <p>Janet to email Drs Orr and Swinburn for leaflet content</p>
8.	SELF and Primary Care Framework	<p>There was no time to discuss, therefore minutes will be circulated</p>	<p>Janet to circulate SELF minutes attended by John Howell</p>
9.	Car Parking	<p>We discussed ideas to replace Smart Parking when the contract expires on the 17 November. Paul Whitehead had sent in ideas which have been collated with those of other patients.</p> <p>We discussed the need to work with Hart and to engage with patients.</p> <p>Lynne raised an idea of a Bell Badge similar to a disabled badge that was applicable to all spaces. Louise mentioned that on some days there are as few as about 6 spaces for patients due to staff parking. Staff park in patient spaces so they can leave and not be blocked in and the staff section of the car</p>	<p>Vivienne and Julian agreed to work up suggestions and meet Louise w/c 13 November.</p> <p>Janet to write to the Standard seeking ideas from our patients and collate views by 3 November.</p> <p>Julian to investigate use of Townlands and Chiltern Court spaces</p>

		park is still full. The PPG were concerned that there are so few spaces available for patients. We acknowledged the high profile of this issue and the publicity given to it by the Henley Standard.	Doctors to make a decision by the 17th November
10.	Any other Business	Louise mentioned that Cathy will be giving a talk to support an initiative by Blandy and Blandy for their staff on healthy living during their Health awareness week. It was good to reciprocate skills.	

Date of next PPG meeting agreed as Monday 29 January at 7pm

Peter Reader

Minute Secretary

26 October 2017