

## Minutes for Bell Surgery Patient Participation Group (PPG) Meeting

Monday 17 July 2017

	Agenda item :	Discussion	Action assigned
1.	Apologies for Absence were received	From Rebecca O'Leary, Jill Ford, Eileen Bottjer, Paul White and Vivienne Laurie	
2.	Chair's nomination	Janet Waters was elected chair for another year. Proposed by Louise West and Seconded by Julian Brookes.	
3.	Members and attendance	Dr Peter Reynolds attended for the first time and will be the GP PPG member for a year. All other Practice and lay members attended.	
4.	Matters arising from previous Minutes (22.5.2017)	One item was outstanding - Dermatology clinics at Townlands. Louise reported that this was still a problem as very limited availability (no appointments available, one consultant stopped doing NHS and only accepting private patients) and patients had to go to RBH for appointments. Dr Reynolds explained he was seeing a number of patients for this specialism and the ability to use email to consultants to get a second opinion was important. Surgery has two dermatoscopes for the purposes of taking pictures which is useful for checking with consultants. Urgent referrals were being seen promptly.	Louise to monitor developments in Dermatology referral such as GP specialist clinic at Didcot.
5.	Update from the Surgery	<b>Patient numbers and actions to improve patient enrolment. (4% decrease over past 3 years).</b> Louise expressed concern at this reduction in overall patient numbers whilst other surgeries in the locality had remained stable or had increased. Steps were being taken to enhance the surgery environment and an up-dated pack for new patients will be produced. She would welcome any suggestions from the PPG members. We discussed ideas around social media and the importance of our newsletter and the health talks to promote the Surgery. There was discussion about applying for funding through the community funding from new homes. Julian offered support.	Julian and Lynne to join a sub group with Linda and Debbie from the surgery to develop ideas and an action plan.

		<p><b>Staff changes</b> Dr Norman joins permanently in August; Dr Hodge will provide cover for Dr Cunningham while she is on a sabbatical until mid-September; part timers will be paired as job sharers to provide better overall cover throughout the week. This involves Drs Knight and Cunningham and Drs Doling and Waterman.</p> <p><b>TV screen, etc. :</b> Dr Norman had offered to investigate possibilities to improve information and display facilities.</p> <p><b>Newsletters:</b> It was suggested that issues might be made shorter but more frequent in order to keep patients informed of changes, etc.</p> <p><b>Google maps feedback :</b> Louise explained that 5 star feedback will raise the profile entry for the surgery when potential new patients are searching for a doctor.</p> <p><b>Parking :</b> Louise outlined the following ‘on-going’ issues : Surgery ‘book-in’ screen text is too small – up-grade required and requested. Time consuming for staff to deal with Patients being fined and appeals process not working as anticipated – Louise met with Smart Parking on 4 July and still waiting for response re action. Request for possible use of some additional spaces at Townlands site for surgery staff had been refused.</p> <p>It was agreed that the system needs to have the opportunity to settle down but that the criteria should be reviewed and further changes / improvements considered.</p>	<p>Information to be included in next Newsletter and added to website.</p> <p>Louise and Sally to consider.</p> <p>PPG members to complete feedback on recent personal surgery experiences if they wish.</p> <p>Louise will attend a meeting with NHS Property Services and ‘Smart Parking’ to discuss actions and report back on progress. ( Meeting on 19 July)</p> <p>PPG offered to write to the Henley Standard if no action from ‘Smart Parking’.</p>
6.	<b>Patient Feedback and questions :</b>	PPG members reported good experiences with the ‘Triage’ facility and with the doctor ‘call-back’ arrangements. It was agreed that we need to promote these good experiences.	PPG members to encourage use of the ‘ <b>Google maps</b> ’ feedback facility to record good experiences.

7.	<b>Educational Talks :</b>	<p>Janet and Louise gave an update on the initial talks on '<b>Life Planning</b>' and '<b>Health Education</b>' held during the PPG Awareness week.</p> <p>The attendance and responses had been excellent and a report and picture had been inserted in the Henley Standard.</p> <p>The structure of the two talks had worked well and was well received.</p> <p>Janet suggested that the Newsletter could refer to the ultra sound appeal for Townlands mentioned by Dr Chan and maybe have a contribution box at the future talks.</p> <p>Forward schedules of talks were agreed and would be individually advertised in due course. Details of dates and titles have been added to the web site already.</p> <p>The involvement of related local associations added additional support and information at the talks.</p> <p><b>Health Education Talks :</b>  <b>Diabetes 19 September:</b>  Janet will sort out content with the consultants and Lynne will support drafting of a flyer  If interested in chairing the talk on the 19<sup>th</sup> or helping to arrange and set up please advise Janet.  Frances offered to help  Cathy offered to contact the Diabetes UK (Oxon) association and to invite their attendance at the event</p> <p><b>Life Planning Series:</b>  The core group will agree how to progress the next talks. Subjects are likely to be funerals and end of life planning and care.</p>	<p>Janet to agree content and work with Lynne and Louise on a flyer</p> <p>Other PPG members to confirm if they wish to help</p> <p>Cathy to contact association</p> <p>Janet to attend a meeting at Sue Ryder on 19 July to discuss organising talks on End of Life</p>
8.	<b>Voice of the Carer</b>	<p><b>Activities :</b>  Louise and Linda attended a Carers meeting hosted by 'Carers (Oxfordshire)' to promote carers champions in surgeries. Staff are more active in recognising and discussing with patients their caring</p>	Louise to lead

		responsibility.  Louise also mentioned the possibility getting an article in the Henley Standard if a suitable 'story' emerges to report on.	
9.	<b>Primary Care Framework and SEOX plan</b>	<p>During discussion the following issues were mentioned :</p> <p>Local housing development plans would potentially increase patient numbers, requiring additional surgery facilities.</p> <p>Financial help towards building additional consulting rooms, etc., might be available from the Community Investment Levy (CIL) to be paid by future developers? (applications will need to be made to SODC)</p> <p>District nursing support in the community – How can we improve when staff are not based at the surgery or at Townlands (currently based at Nettlebed)</p> <p>What is the local vision and how do we share, learn and work in our 'neighbourhood?</p> <p>In summary, the view was that we need appropriate funding , resources and workforce to be provided in a timely way.</p>	<p>Janet to feedback views to SELF at 21 July 2017 meeting.</p> <p>PPG members and GPs / surgery staff to also consider and provide feedback on these wider issues.</p> <p>Janet and Julian will feedback initial views at the SELF meeting on the 20 July.</p>
10.	<b>Any other Business</b>	<b>None</b>	

Date of next PPG meeting: To be agreed and notified to members in due course.

**Peter Reader**

**Secretary**

**20 July 2017**