

Minutes of the meeting held at Thornley House

4th December 2008

Present:

Don Hunter (Chairman)
Bill Burgoine
Dr Amir Hannan
Margaret Rickson
Alan Yates

Apologies:

Yvonne Bennett
Dorothy Burgoine

1) Minutes of last Meeting

The minutes of the last meeting were agreed (subject to Alan Yates being on the attendees list) having been made available to all patients via the PPG notice board in the Waiting Room, or the Practice web-site.

2) Men's Health Forum

- Report
 - Approximately 22 patients attended the session, including a number from Haughton Vale, and the ground floor conference room was comfortably full.
 - The presentation by Mr Alan Yates was very interesting, being his own personal experience of receiving the diagnosis and dealing with the whole question of Prostate Cancer. It was considered as most helpful by those questioned afterwards.
 - Dr Jim Alkins attended to provide the GP input and answers to any clinical questions that were raised. A number of attendees spoke privately to Dr Alkins. The PPG express their thanks for his willingness to be there.
 - The Session was regarded as being very successful and it was hoped that other events of this type could be considered.
- Considerations
 - Mr Yates demonstrated that far too many leaflets had been produced by showing the number that were left. Clearly there was some breakdown in communication regarding how many and by whom they should be produced. This should almost certainly be resolved on the next occasion.
 - Equally in regard to the leaflets, we must ensure next time that the wording is thought through very carefully and must be consistent at both Surgeries.

- A question was raised regarding whom the postal leaflets were sent to. It appeared to be that some non-HTMC Patients received the letter. No answer could be found for this as the addresses would not be available if the recipients were not in the HTMC Patient records.
- Dr Hannan indicated that the HTMC GP/Staff Meeting were pleased with this type of PPG driven Patient forum and that they would encourage the PPG to take this initiative forward with other sessions in the future.

3) Patient Survey 2008

No information was available yet for this item.

4) PPG Meetings 2009

- a) In deciding these dates and times an effort was made to encourage more attendees (both Patients and staff members) by holding some of the meetings during the 'working day'.
- b) The following dates were set for PPG Meetings during 2009

Thursday 29th January at 14:00

Thursday 30th April at 18:00 *

Thursday 25th June at 18:00 *

Thursday 24th September at 18:00 *

Thursday 26th November at 18:00 *

* The start times of these meetings would be subject to change if it was found that we could get increased and more consistent representation of Patients and staff.

In addition to these dates Mr Yates was requested to check the Community Centre in Haughton Vale with a view to the possibility of holding an additional meeting there during February or March 2009. The PPG would then hold a meeting there for the purpose of encouraging Haughton Vale Patients to be part of the PPG/Practice partnership. Again the * meetings venue might be changed as a result of this.

5) IT Update

Dr Hannan informed the meeting of the following IT related items.

- a) Over six hundred Patients are now registered to view there patient Records.
- b) In relation to this access Dr Hannan reminded members that records should be checked for accuracy on a regular basis.
- c) Part of the next stage of development was to build a database of patient's e-mail addresses in particular to inform them of the latest updates to the

system.

6) Any other business

- a) Mr Hunter asked whether the changes requested by the PPG to the manual repeat prescription request (i.e. returning the 'request list' with the newly issued prescription) was working satisfactorily? Dr Hannan was able to report that it appeared to be working well and that the number of complaints regarding repeat prescriptions had gone down.
- b) Again the question was raised regarding the 'overflowing guttering'. It was suggested that Patients or the general public could face injury on ice particularly during the current freezing conditions.
- c) Mr Hunter has offered to provide a sculpture for the conference table centre, on behalf of the PPG.
- d) Mrs Rickson raised the point regarding the need when appointments are cancelled to provide an explanation.
- e) Mr Burgoine requested that a member, any member, of the administration Staff attend the PPG Meetings and that it should be regarded as appropriate and considerate to at least offer an apology in advance of the meeting if they are unable to attend.

**The next meeting is to be held on
Thursday 29th January, 14:00 at Thornley House.**