

Mevagissey Surgery PPG: Minutes of Meeting 4th September 2012-09-05

Present: David Browne (Chairman) (DB), John Woodbridge (JW), Tricia Atkins (TA), Maureen Prettyman (MP), Karen Rowe (Acting secretary) (KR)

Apologies: Nikki Deakin, Lynne Trott, Julie Windsor, Jim McDonald (Secretary)

- The minutes of previous meeting – changes; changed date of next meeting to 4th September, add role title to Jim McDonald as secretary. Minutes passed by DB, seconded by TA

Minutes

- The group agreed that the delay of the minutes after each meeting was preventing continuity between meetings and delaying meetings commencing whilst reading previous minutes. In future the group had agreed for the minutes to be distributed within 2 weeks of the meeting.
- Minutes to be placed on the website to encourage new member interest and increase patients aware of the group.
- The group expressed importance in attendance due to small numbers of members – it was agreed that DB would write a letter to Jenny Bauld asking for confirmation that she is still wanting to be an active member of the group as she has not attend for several months.

Communication

- KR expressed concerns of weak communication with group members. KR distributed a PPG Register which showed all active members – the information was checked and passed by the group. The group agreed for all members to have this distributed with the minutes (see attachment).
- DW informed the group that he had an email address and this was added to the register.
- DB formally apologised to DW for the lack of communication during the past few months and assured all group members the importance for this to be improved.

Car Park

- KR distributed 2 letters that ND had received – 1) Denise Mutton 2) Stephen Gilbert, DB read these letters to the group.
- DB - will be writing acknowledgement letters to both Denise Mutton and Stephen Gilbert
- DB also expressed the importance of writing again to Kevin Lavery due to not receiving a response to our letter and to copy all councillors and MP as before.
- JW was given copy of the letter send and agreed that Lavery should of replied to the clear, precise letter and agrees that we must send another letter.
- KR has agreed to take photography of the car park when busy as evidence.
- DB has agreed to write a letter to Lavery and will forward on to PPG members the final draft.

Petitions

- Time to collate petitions

- DB informed the group that any duplicates would make the whole petition legally be invalid. KR to action the checks.

Action Plan – what next

- Need newsletter published to highlight
 - services available
 - PPG group-mission statement
 - Advertise for new members
 - include not fund raising

AOB

Confidential Communications within staff

The group expressed their concerns that a lot of communication can be heard from practice staff (reception and nursing staff in particular) where confidential information can be over heard.

- All doctors and staff need to aware of this (KR to action)
- Telephone calls at front desk – group felt was inappropriate. Could all calls be taken from back office? (KR to liaise with practice staff)
- Door excluding the reception front desk to the remaining office would cut down noise – could this be closed at all times? (KR to liaise with practice staff)
- When nursing team discuss patient or personal information could they do this with the door closed? (KR to liaise with practice staff)
- KR thanked the group for highlighting these matters and reassured the group that this would be looked into the high importance
- Music in waiting room? – KR informed the group that this was looked at previously but the practice declined due the high licensing costs

Suggestion Box

- The group would like a suggestion box to be placed in the waiting room – this will help with areas for them to look into in the benefit of the patients. (KR to action)

Commissioning

- JW has expressed that he would like to gain more knowledge of commissioning and what it means for the practice.
- KR suggested inviting all members of the group to join a practice training session and to invite a member from the PCT to give a presentation to all practice staff and PPG members – (ND/KR will action)

PPG update to all practice staff

- DB would like to meet with partners to inform them of the focus of the group and the achievements to date
- KR will arrange some allocated time when all PPG members attend commissioning training session to talk to partners and staff of the purpose of the group, achievements to date and future action plan

Next Meeting: Tuesday 2nd October 2012 @ 7pm