

# PATIENTS PRACTICE PARTNERSHIP

Friday 12<sup>th</sup> September 2014

## MINUTES

**Present: Dr Tee, Dr Pitt, Samantha Cox, Victoria Desmond, Judith Harrigan, Tony Saville, Jane Page, Brian Sleafer and Bill Miller.**

**Kate Williams and Pauline McAllister.**

1. **Apologies** :

Apologies were received from Martine Burgess, Anne Crisp, Norman Billet.

Kate informed the meeting that Norman will be leaving the group. Each member signed a card for him.

2. **Minutes of last meeting** (13.6.14)

3. **Matters arising** : see below

4. **Felsted Pharmacy application**

Dr. Tee informed the group that the application for a new pharmacy in Felsted has now lapsed. Consideration is being given to the way forward. One idea is that the partners could put forward an application for a pharmacy in conjunction with Anup from Yogi Pharmacy.

5. **Flyer/Newsletter**

Kate reported that although there were one or two new ideas but she had not had time to prepare it. The Patient Participation Group pointed out that they are quite prepared to help, given the appropriate format and Mr. Miller, in particular, offered his help.

6. **DNA – August update**

There were 24 DNA appointments across both sites to date which is showing a downward trend. Sam Cox commented that the test messaging service was hit and miss. Kate will look into this with the provider which is MJOG.

7. **Flu Saturday**

Dr. Pitt thanked the group for their efforts with last year's raffle for the Jessica Hope Foundation. Discussion then followed on whether the group wants to offer a raffle this year. Brian said that he did not wish to be involved this year as he found asking people for donations was humiliating at times and he felt it would be a good idea to ask for a representative from a local charity to attend flu Saturday. It was suggested that the Alzheimer's Society would be a worthwhile local charity and they also have good promotional literature. We need to advertise how much was raised last year. Judith and Jane volunteered to help at both JTH flu Saturdays. Jane will confirm.

8. **Surgery Questionnaire**

It was generally felt that the proposed questionnaire is too long and some time was spent discussing which questions could be eliminated. Jane made a particular point that there are people who do not know what to do for out of hours service. The 111 system has not filtered out to many people. There was some discussion on booking appointments with the doctors. Dr. Pitt explained that there were significant staffing difficulties at the moment which led to problems of not knowing which doctors would be available for clinics and until this has been clarified. Kate will put together a sample questionnaire and pass to the group for comments.

Results of the questionnaire will incorporate the two sites and not be separated between Felsted and JTH.

### **9. Friends and Family Test**

This is a 2 question questionnaire which will be given to patients at every encounter with a health care professional. Comments will be entered onto the computer and submitted to the government to provide an assessment of the efficiency of the surgery.

### **10 PPG Terms of Reference**

Thanks were given to Tony Saville for his extensive research and hard work in the preparation of this document. However, members felt that they would like the document to be more reader-friendly and slightly less convoluted. Tony suggested that input from other members would be advisable in order to make the document more understandable. The document will either be emailed or sent to each member for editing and bringing to the next meeting.

### **11 Suggestion Box**

There were two suggestions:

- i) Everyone should give themselves a pat on the back.
- ii) Thanks to Alison Rippingale for her kindness and excellent service.

It was suggested that these should be displayed in the surgery.

### **12 A.O.B**

Tony Saville asked if we have any physician associates and was told by Dr. Pitt that we do not.

The meeting closed at 2.30pm.

**Date of next meeting – Friday 23<sup>rd</sup> January 2015.**