

Patient Participation Group Meeting Notes

Notes of the Patient Participation Group meeting held on 19th June 2006 at The Health Centre, Station Approach, Bradford on Avon, BA15 1DQ.

Present: Alan Fox (Chair) AF
Lynne Coombs LC
Denise Savage DS
Anna Morton AM
Many others (please add)

Apologies: Joan Scott
Sue Leggatt
Trevor Rothwell
Denise Savage
John Cottle
Janet Gazard
Margot B
Peter Jarmin
GP

Notes of the last meeting:

The notes of the meeting of the 19th June 2006 were accepted as a full and accurate record of that meeting.

Matters Arising

1. Reports from the Steering Group

Draft 5 - Constitution

Discussion about the names of the committee members took place. It was agreed that the individuals taking on these roles could decide the exact terms.

AF to email AM a copy of the constitution for formatting.

NAPP Conference Actions Regarding Concerns

AF wrote to the secretary, Audrey Hoggard, of NAPP raising his concerns about the structure of the AGM. She agreed to raise the issues at the next meeting with the Chief Executive on September 14 2006.

DG asked if issues about the disturbing reduction in funds were addressed. AF confirmed.

Action

AF to email
AM
constitution

Charges at Station Car park

LC explained that the free 1 hour car parking facility had been removed from the Station Car Park. LC wrote to the council on behalf of the PPG as did other members of the group. The charges are now under review and suggestions have been made to combat this matter.

Discussions are being held between Angie Brown, Practice Manager, and Ian Gallin, Wiltshire District Council. The latest suggestion involved patients recording their vehicle registration number of time of appointment on a clipboard at reception. The PPG are in support of this suggestion.

MC highlighted that patients making and attending appointments as well as dropping off/collecting prescriptions use the car park and this tasks should be taken into account.

3. Awareness Evening (Diabetes)

AM explained that Marian Carpenter, Clinical Nurse Manager, and Dr Nell Wyatt, GP, were going to speak at the first PPG awareness evening.

Date: 6th September 2006

Time: 7.00 pm

Venue: The Health Centre

Posters have been printed and will be displayed in The Health Centre, Winsley Health Centre, Green Tree Health, The Health Centre Dental Practice and in the newsletter.

**AM to
confirm
details**

Numbers will be limited according to the capacity of the waiting room.

JJ suggested that a debrief article be written for the local parish magazines, press etc. to help advertise the PPG.

4. Desirability/suitability of pharmaceutical support for the PPG

The group agreed that support from pharmaceutical organisations may be desirable as long as the agreements are suitable for the needs and reputation of the PPG.

AF to discuss issues with SL with regards to NAPP

5. Date of AGM

18th September 2006 at 7.00 p.m. at The Health Centre

AM to ask Dr Gough or Dr Heffer to speak at the AGM about the future of The Health Centre

LC and AF encouraged nominations and asked for anyone to discuss position nominations/interest with either of them

Agenda and nomination methods to be arranged by the Steering Group

AM to discuss with Partners

6. A.O.B.

Name badges to be given to individuals attending meetings

AR asked when the waiting room was going to be refurbished. AM confirmed by the end of the financial year

AR asked about the dental appointments and why communications had not been received. AM explained the current situation and suggested that the PPG organises an awareness evening about dentistry

JJ explained that she had investigated the delay in x-ray reports. She confirmed that the PCT have invested in additional administrative support to combat the delays.

DG asked if a member of the PPG was a representative of the Senior Citizens' Bureau. The group as unaware of the representative. DG asked that care for the elderly was also considered for a topic for an awareness evening

AF thanked everyone for attending the meeting

AM to provide sticky labels

7. Date of next meeting

Monday 18th September 2006 at 7.00 p.m. at The Health Centre (The AGM).

