

Tadley PPG Minutes 2.7.14

Attended

Practice: Dr A Hogan, Alison Jenner, Heidi Williams

PPG: Hayley Bone, Lorraine Burden, Matthew Burden, Alan Chambers, Claire Chambers, Hazel Metcalfe, Peter Parsons, Gillian Tomlins, Val Turnbull, Paul Woodgate, Kate Wright

Dr Hogan chaired the meeting and Heidi Williams took the minutes

- 1 Minutes from previous meeting approved
- 2 Terms of Reference Approved
- 3 Election of Officers
An open election resulted in the following results
Chair – Paul Woodgate
Vice Chair – Hayley Bone
Secretary – volunteered by Hazel Metcalfe
NHCCG PPG Reps – volunteered by Paul Woodgate and Gillian Tomlins with Hayley Bone and Claire Chambers offering to deputise.
- 4 Priority Areas

Appointments

Dr Hogan explained that due to the change in computer system the proposed changes to the appointment system would be postponed until September at the earliest.

We also discussed the impact the new computer software problem had on patients and staff. The main problems that occurred were a temporary reduction in the number of appointments available for online booking and a significant increase in work load for the dispensary staff. The group were not aware of any major problems reported by patients

There was a brief discussion about the situation at Morland Surgery. Dr Hogan explained the reasons why the Practice had to re-register patients who had previously been registered with Dr Colley and Dr Chen. It was felt that the information letter sent to affected patients could have contained more information about the doctors who were available - gender, special interests. It was suggested that there should be a display at both surgeries of the GPs working at the Practice with a brief bio. This would provide a more personal touch.

Actions: Dr Hogan to bring this suggestion to partners.

Survey

It was agreed that a survey was the best way to choose areas of priority and, to increase diversity within the group, the committee should make themselves known to patients. A working party will meet on Monday 7 July at HHC to devise a survey and arrange a rota system whereby committee members could visit both surgeries at various times. HB suggested that committee members could also visit mother and

baby or youth groups in the area. This will be an opportunity to explain what the PPG does and also to canvass opinions about what matters most to TMP patients. The working party is HB, KW, GT, PP and LB.

The plan would be to produce and run a survey by the end of September and would also be available electronically.

5 AOB

Confidentiality. HM raised the issue that the open style reception areas mean staff should be more aware – especially to be on the lookout for patients displaying signs of hesitancy or reluctance to go into detail

Actions: AJ to reinforce message to staff

Healthwatch - KW kindly printed out an information sheet about the service Healthwatch offers. This was distributed amongst the committee

Cancellation of appointments – LB highlighted that it was impossible to get through on the telephone to cancel an early morning appointment. It was suggested we should have a texting service. PW raised the issue of being able to cancel appointments online – was it possible to cancel any appointment regardless of how it was made? MB pointed out that we did not publicise our online services adequately.

Actions: AJ to look into text messaging from patients, using online access for cancellations and the publicity that is required

Summer Youth Health Promotion – HW wanted to revisit the suggestion that we had a dedicated notice board in reception aimed at younger patients including health information and details of local summer activities.

Actions: HB will work with HW to co-ordinate this

Identifying Committee to patients – it was agreed that all committee members shall be named and an individual photo to be placed on PPG notice board. It was not felt necessary to provide a bio/CV

Actions: HB to take photographs

NHCCG PPG – PW and GT to attend next committee meeting at CCG Headquarters in Chineham. Please note that date has now changed to **20 August** and both Reps have been informed and directions sent.