MINUTES OF PPG MEETING AT SUNBURY HEALTH CENTRE ON 15/01/14

Present: Helen O'Shea MBE (PPG representative), Paul Thompson (PPG representative, Dorothy Linter, Brian Catt, Pauline Healy, Varsha Mandalia (Practice Manager) and Jackie Sheehan (Office Manager)
Apologies: Dr. Dave Gill G.P.

1. Regarding the recent submission to the NHS:- Brian Catt proposed that we should follow up the application for premises submitted to the NHS at an early stage. Varsha Mandalia stated that the earliest we would be apprised about the application is early in April 2014. There was a discussion about how best we could lobby on behalf of our application. Pauline Healy will speak to a contact in the Council. Two local Councillors are aware of our situation and so are on side already.
   Paige electronics, who own a site potentially of interest to us, are in discussions about the use of their premises in the future. There was a discussion about possible decisions about their site and accommodatin, which could be of benefit to us and our situation.
   PH offered to proof read the submission as she is a highly experienced Copy Editor and Proof Reader. HO stated that now we are aware of PH's unique skills, we should make full use of them, and ask her to proof read any similar written work to ensure it has maximum effect.

2. IT Service Deliver:- VM is to pressure her IT support providers in order to resolve local IT shortfalls. She will contact HO with the details of her provider. There was a discussion on potential solutions for the problems with IT at the health centre. BC asked if there was a way that messages could be eyed on the display screen in the waiting room. VM confirmed that this could be done by the office staff and she asked the group to supply her with relevant information in order to achieve this.

3. Patient appointments:- BC had asked who input the patients' appointments. VM said the company was Envisage. There was a discussion on the many incorrect pronunciations of patients' and doctors' names. VM said that in this event we should report it to reception prior to leaving the surgery, and the staff there will have it amended.

4. List server:- BC can arrange for the efficient retrieval and storage of all related messages in a category. This would improve our record keeping of all matters relating to the PPG>

5. Updates by LOSRA:- On behalf of Dr. Gill, HO asked if LOSRA intended to publish the updates on changes made by staff at the health centre, aimed at improving the situation for patients. PT stated that he had already considered that. He went on to say that if DG would draft something to that effect then he would be happy to put it on the LOSRA website.

VM stated that in addition to recent changes at the health centre, Dr. Mark Jopling has taken over from Dr. Simon Holmes.

6. Confirmation of Appointments:- BC suggested that the health centre could issue confirmation of appointment notices, in line with the service provided at local hospitals.

7. Survey:- HO and VM stated that they had met with DG. Instead of having two separate surveys, one for the health centre and one for the PPG, they had joined together to form one document. The responses will be analysed by the administration staff at the health centre. There is the potential to repeat the survey every year.
HO has included an introduction to the PPG on the form together with her contact details for those wishing to find out more about the group.
VM to forward the draft to HO for the information of the rest of the PPG.

8. Hygiene issue:- HO raised this on behalf of Anne Mathieson. She asked if hand sterilising gel could be provided at the health centre to lower the risk of infection. VM will raise this at the Practice meeting.

9. Information and Communication:- PH kindly offered to update the notice boards. The information there should be seasonal and relevant. PH suggested that there could be a Community Board and a Health Board. HO asked if a corner could be dedicated to the PPG. She also suggested that rather than lose all the information currently displayed on the boards, the same messaged could be held in an information folder, which patients could examine with a degree of privacy. VM said she was happy for PH to work alongside Jackie Sheehan and her staff to improve the visual impact of the notice boards.

10. Abuse of Staff:- JS said that frontline staff have a lot to put up with from patients. Everyone agreed that this was not acceptable.

11. Blood Test changes:- JS said that from now on patients will have to contact the surgery for their blood test results, five days after the test. The reception staff will no longer be contacting patients with their results.

12. HO reminded the PPG that any communications on behalf of the group should go through her* as the representative or PT as her deputy. This avoids any mixed messages and confusion.
(For urgent matters please call or text me on 07818428430)

13. Meeting change of date: The next meeting will now provisionally be on Thursday the 13/2/14 at 6m as Dr. Gill cannot attend on Wednesday evenings. Any problems with this arrangement please advice HO.