

The RED HOUSE surgery

Patient Participation Group

Minutes of the meeting of the PPG held at the surgery on the 14th December 2010.

Graham Perry attracted the attention of all present and reported that he had received an e-mail from Tony Mabbott as late as 5pm this evening giving his apologies at not being able to attend but enclosing an agenda for this evenings meeting. As Graham seemed to be the only person with a printed copy of the agenda he offered to take the chair for the evening.

This offer was accepted with almost ungracious haste!

AGENDA Item 1. - Welcome and Apologies

Graham Welcomed all present and asked if he was to attempt to chair the meeting he needed to try and remember the names of all present. To this end he asked for a "round robin" and a personal introduction from all present.

This established those present as:

Graham Perry – Acting as Chair for the Evening +

Christine Cartwright

Angela Lovell

Jane Hanlon (Practice Manager)

Fay Read

Nigel Vaughan

Mike Whitehead

Judith Westell

Paul Staten/Huda Muhsin (GPs)

Sylvia Ellwood

Apologies had been received from:

Tony Mabbott

Toni Rampello

Ann Nash

Carolyn Mclver

Sandra & John Agnew

Maureen Grant

AGENDA Item 2. – Election of Chair

Graham reported that in Tony's e-mail he had also stated that due to very demanding workload he would be pleased if he would be allowed to withdraw from his nomination in favor of either a willing volunteer or somebody who could be "head hunted" for the role.

Mike pointed out that at the recent "core group" meeting, Graham had offered to stand as "Vice Chairman" and he enquired as to whether Graham would be willing to stand as Chair. After seeing all of the imploring faces around the room Graham graciously agreed.

A vote was quickly taken and was unanimously carried!

AGENDA Item 3. Minutes of Previous meeting.

These had been circulated and were accepted as an accurate record.

Matters arising – program of speakers – It was reported that Bhervi Patel, the Pharmacist from next door had been approached and had agreed to be our first speaker. After some discussion it was agreed that our February meeting would be a good time to start this initiative and that future speakers should be identified on a rolling basis.

A/P – Jane to Formally invite Bhervi

A/P – Graham to provide Bhervi with some guidance as to requested topics.

Some discussion took place as to whether we should offer a payment to our Guest Speakers.

The general consensus was that at this early stage in the initiative this was not required. It was agreed that a £25 M&S voucher should be purchased as a gift and held in hand to be presented as required.

A/P Jane to purchase Voucher

Matters Arising – Bookshelf – As we all could see an upstairs bookshelf had been provided and it was agreed that our thanks should be given to Mr John Neale for this fine piece of joinery!

AGENDA Item 4. - *MK and Link Updates – Nothing to report. All were reminded that LINK was open for any member of the public to join and they will receive the regular updates directly from LINK MK .*

AGENDA Item 5. – *Communication – Our new Chairman expressed a concern that we had a big gap in our communications strategy. Whilst he acknowledges the effectiveness of the newsletter, website and notice boards, these only attract the attention of patients when they are poorly and either visited the surgery or consulted the web site for help/advice. He believed that a vast majority of our patient list remained blissfully uninformed. A healthy debate ensued using the early bird trial as an example. No immediate solutions came forward but all were asked to think about this and bring any suggestions to the next meeting for discussion*
A/P – All to think of innovative communication strategies.

Communication – Newsletter – It was reported that the next edition was being put together and that Jane would welcome any contributions to pass on to Nigel Vaughan.
A/P All to think of articles to send to Jane

Communication – Top Tips – It was reported that the Core group had seen some merit in developing a “patient reminder list” or a list of “top tips” to discuss in your all important doctor consultation – It was agreed that more work needed to be done on this.
A/P Graham/Mike to work on joint paper and present to a future meeting

Agenda Item 6. *AOB - _Our Chairman stated that he believed it would be beneficial if we has some form of statement describing the Aims and Objectives of the Group. Some headline suggestions were made and these included: It was agreed that other PPG’s had most probably been through this and we should not try and re-invent the wheel but seek out best practice*
A/P Graham as NAPP rep to ask Edith Todd for any existing models we could modify/adopt.

Agenda Item 7. *Date of Future Meetings*

<i>Core Group Meeting</i>	<i>Jan. 4th 2011 – 11AM</i>
<i>Next PPG Meeting</i>	<i>Jan. 11th 2011 – 18:15</i>
<i>1st Themed Meeting</i>	<i>Feb. 8th 2011 – 18:15</i>