

Aylmer Lodge and Cookley

Patient Participation Group

Minutes of the meeting on 11th June 2014

Present

Barbara Pugh (Chair) Julia Stanfield (Secretary) Peter Bishop (Cookley) Janet Rogers (Cookley)

Elaine Botfield; RoniSolomons; HealthFulcher; Margaret Rodgers; Frances Peckham; David Coultas.

Apologies

Ann Rendell; Jim Lawson; Di Millett(Practice Manager); Lisa Benton (Practice Administrator Cookley)

Penny Warwick.

Janet and Peter had attended Penny's funeral and described the very interesting tributes that had been paid to her there. Group members sat in silence to consider her life and contribution.

Minutes

The minutes of the last meeting were agreed and signed.

Matters Arising

The issue of signage for the upstairs toilet has been considered and as there are already 2 well signed toilets there, additional signage was not considered necessary. (Reported back from Di by Julia)

There is now a link on the Practice website to NHS Choices, under 'Welcome to our Practice.' This is to make it easier for our patients to put comments about the Practice on this national website.(Reported back from Di by Julia)

The Electronic Prescription Service will be introduced into the Practice in mid-August, once staff training has been completed.(Reported back from Di by Julia)

Katrina Willetts (Health and Wellbeing Buddies) was unable to attend this meeting and has been invited to the September meeting.

Queries were also raised about the financial arrangements and ownership for the Hume St building. This will be carried forward to the September meeting.

Membership Vacancies.

Members were urged to encourage younger members from diverse backgrounds to join the group, as we are predominantly white and from the older age range. We have 2 current vacancies and potentially a few more, as members have served more than the three years indicated in the Constitution. Ideally we need another member from Cookley for balance. Barbara and Julia will

contact local schools and groups to see if participation in this group could count as 'community participation' for young people, so meeting their learning needs as well as the group's needs.

One member sought to clarify the purpose of this group, suggesting it could be either to persuade patients that the government's initiatives were correct or to improve the patient experience at the practice. Although understanding this scepticism, on balance the majority believed that we were here to help patients.

Doubts were expressed about whether we were making any difference but it was pointed out that the 'floor walking' and the assistance in the car park were obvious successes.

A discussion followed on whether other members could patrol the car park as there are clearly visitors to Kidderminster Hospital using Hume St car park. Barbara will speak to Di about this and it will be discussed at the September meeting.

It was also agreed that the Patients Group should send a letter of complaint to the Hospital Manager. Action by Barbara and Julia.

National Association for Patient Participation

No-one was able to attend the Conference due to travel problems.

To fully access the NAPP website, a password and group email address are needed. The IT staff to contact Julia to discuss how this will work best.

Healthwatch Update

Barbara will attend the AGM and study morning on 25th June and report back to the group.

Recycling Unused Medicines.

Heather outlined the charitable scheme in the NAPP Newsletter about the recycling of certain unused medicines and equipment to Africa. Trained volunteers check the quality and 'use by' dates but it would require the co-operation of the practice staff. Julia will draft a memo for Barbara to send to Di.

AOB

The rota for floor walking was circulated.

It was explained that floor walkers could not help with handling any prescriptions, even if asked to do so by patients.

A member asked what one should do if the doctor had told you to make an appointment the following week but there were no appointments available. Julia to send a memo to Di seeking guidance.

Lisa and Sheila (Practice Nurse) will attend in September to discuss Infection Control and the Care Quality Commission, which inspects GP Practices.

The Meeting closed at 8pm

Date of the next meeting is Wednesday 3rd September at 6.30.