

# **Aylmer Lodge and Cookley**

## **Patients' Participation Group**

### **Minutes of Meeting on 5<sup>th</sup> December 2013 (not yet agreed)**

**Present;** Barbara Pugh (Chair) Julia Stanfield (secretary) Di Millett (Practice Manager) Lisa Benton (Practice Administrator Cookley) Jim Lawson, Margaret Rogers, Anne Rendell, Heather Fulcher, John Younger, Janet Rodgers (Cookley), Peter Bishop (Cookley) David Coultas, Elaine Botfield, Roni Solomons, Penny Warwick (New Member for Cookley)

### **Apologies; Frances Peckham; Graham Howell.**

Penny Warwick was welcomed to the meeting as a new member.

### **Matters Arising**

The two group members who intended to go to the Act on Energy Meeting were unable to do so. Di agreed to chase up the relevant leaflets for the group to hand out to patients during the forthcoming survey.

The presence of the Stanmore House Surgery in the building during November had been well organised and had gone very smoothly.

### **The Minutes were agreed as a true record.**

### **Cookley Surgery Feedback**

Nothing to report. The medication issue raised in the last meeting has been sorted out.

### **Aylmer Lodge**

### **Assisting in November**

The consensus was that the 'floorwalking' in November had been successful in reducing the queues in reception by helping patients to use the touch screen, hand out the number for the car park barrier etc.

### **Issues raised**

- Problems reaching the barrier keypad; Di reported that the plan was to move the keypad to a straight part of the car park and the Practices are awaiting the contractors to do the work.
- The dropped kerb from the disabled parking spaces was welcomed but some way needs to be found for preventing cars from parking too close to it, thus preventing access for wheelchair users.
- Di informed the group that the husband of one of the group had volunteered to patrol the car park from time to time and put warning notes on the windscreens of drivers who have no right to park there. The group felt that this would be a very helpful addition to the measures already in place and requested that our gratitude be expressed to the volunteer.
- The patients seemed grateful for the assistance offered by the volunteers

- Cookley Reps found it extremely interesting to see how it works at Hume St and said they thought the Receptionists were very good with patients
- Some people's appointments did not appear on the touch screen. Di explained this could be because they had arrived very early for an appointment or were late and would need to speak to the Receptionist.
- It was suggested that if queues were building up for Northumberland House, we could assist them too. Di will discuss this with their Practice Manager.
- In view of the success of the 'floor walking,' for which Di expressed the Practice's gratitude, the group suggested regular slots at busy times such as Mondays plus one other day. Di agreed to take the suggestion to the Practice Meeting.
- Availability of chiropody. The meeting was informed that Edward Sage, a local private chiropodist worked in the surgery twice a month and reception staff would take bookings. This is not however an NHS service.

Reception at Cookley can also get busy and Lisa explained that they could always call a dispenser over for assistance.

In response to a member's enquiry, it was explained that several local Pharmacies will collect repeat prescriptions from reception and deliver them free of charge. Patients need to arrange this with their Pharmacy.

#### **Patient Survey in December**

This annual, national survey will take place in both surgeries next week and a rota of volunteers was drawn up to assist with this. The forms are anonymous and are processed centrally, not at the Practice.

Its statistical validity was queried by one member, as it is not truly random, but it was explained that this is an NHS requirement and that the results are helpful.

#### **National Association for Patient Participation**

Barbara explained that she favoured joining NAPP as other local PPGs have; NAPP hold a conference, provide newsletters and raise awareness of current issues. Some members felt that membership could make us more proactive, and broaden our understanding of our role. However some members wanted more time to consider, so it was agreed by a vote that we would first ask Di to check with the Partners that funding would be available. If this could be funded, we would make a decision at the next meeting.

#### **Planning for the Annual General Meeting**

This will take place on 5<sup>th</sup> March 2014 and will be open to all patients. A small subgroup (Barbara, Di, Penny and Julia) was selected to make the necessary arrangements for a venue, publicity, refreshments etc. Barbara has invited a speaker and it is hoped that one of the Doctors would address the meeting.

Members suggested that the meeting is advertised on the waiting room screens and that the Practice Manager of Northumberland House be invited.

### **Access to the Internet for PPG Members**

Learn Direct and the free access at local libraries were suggested. Julia, Jim and Anne invited members to come to their homes to use their computers. Members made arrangements after the meeting.

The meeting closed at 8.10pm

**Date of next meeting; the AGM on 5<sup>th</sup> March at 6.30pm. Venue to be decided.**