

Wye Surgery  
Minutes of Patient Participation Group Meeting  
Tuesday 6<sup>th</sup> September 2011

- |                |   |               |
|----------------|---|---------------|
| <b>Present</b> | Chairperson – Mr Alan Billington  | <b>Action</b> |
|                | Dr J Miles – Senior Partner   |               |
|                | Mrs J Shepherd – Practice Manager   |               |
|                | Mrs Helen Goodman – Administrator/ Minute Taker   |               |
|                | Mr Richard Beckwith – Kent Link   |               |
|                | Mrs Bidy Petersen   |               |
|                | Mrs Enid Gould  |               |
|                | Mrs Janet Bayne   |               |
|                | Mrs Dorothy Chambers  |               |
|                | Mrs Maureen Nicklin   |               |
|                | Mrs Denise Chenery  |               |
|                | Mrs Valerie Perez   |               |
|                | Mr Don Thake  |               |
|                | Mrs Pat Thake   |               |
|                | Mr John Fletcher  |               |
|                | Mrs Pat Fletcher  |               |
| 1)             | <b>Minutes of Last Meeting</b> – these had been distributed prior to the meeting and where agreed.  |               |
| 2)             | <b>Matters arising –</b><br><b>Surgery Telephone</b> – Mrs Gould thanked Jo for having the voice changed on the telephone messages and said it was much more pleasing.<br><b>Extended Hours</b> – Jo Shepherd informed the group that Extended hours had started last night and the Dr on duty had reported that it had been a good start.<br><b>Abuse of Surgery Staff.</b> – Helen informed the group that new notice had been put up in the Surgery stating that the partners would not tolerate any abusive behaviour towards Surgery staff.  |               |
| 3)             | <b>Commissioning Meeting</b> – Mr Billington explained that he had attended a commissioning meeting and, each surgery sends a GP to the meeting and they in turn report to the commissioning board. The commissioning board are now to have two laypeople as members on to be a patient representative and the other to be Governor for the Consortia. Mr Thake felt that this was pretty much the way the whole NHS was going with an awful lot of reinvention at a time when cut backs are being made elsewhere. Dr Miles commented that the goal posts had moved considerably and with the abolition of PCT there is an awful lot of reinventing, GPs often feeling powerless and feeling they have little control. Richard Beckwith said that with the projected deficit for the year 2012/13 |               |

cut backs where inevitable. Mr Take said that from a patients perspective the situation seems to only be getting worse with waiting lists getting longer and services being commissioned from allsorts of providers when the system had been working quite well and waiting lists had began to come down. Dr Miles said the under the previous government whilst Mr Blair was Prime minister and money had been pumped into the NHS waiting list had significantly been reduced.

Richard Beckwith pointed out that the more Patient Participation Groups there are the stronger and louder the Patient voice could be.

- 4) **Wye Farmers Market** - Jo informed the group that following discussion with the Partners it was agreed that we would no longer man a stand at the Farmers Market. We will review it in the spring. In the meantime Jo thanked those members who had already spent Saturdays in the Market on our behalf and expenses where paid as necessary.

Mr and Mrs Take said that they had been talking particularly to mothers of younger children in the village about attending PPG meeting. They expressed concern that the meeting time of 6pm was not really conducive to family life and that if another time could be arranged it may generate some new blood. Mr Take had also discussed the group with the Bursar of the village school and was soon to speak with the play group mothers and youth club, it was agreed that he would pass Helen's contact details on.

The group then discussed the possibility of holding a sort of pre-meeting mid afternoon with parents. Point/comments raised at this meeting could then be feed back to the full meeting that evening with the Surgery team present as a full surgery team would not be able to attend an afternoon meeting due to surgery commitments.

- 5) **Relationship between Kent Link and the Patient Participation Group.** – Mr Beckwith went to great length to explain the link between Kent Link and PPG and how the change from Kent link to Health watch is progressing. Mr Beckwith encouraged all member of the PPG to join Kent Link in order to facilitate the line of communication between both groups. Kent Link are instrumental in looking at indentifying trends in changes to health services in certain areas and working with local PPG to investigate and voice concerns. Richard also gave our handouts on Kent link including the latest newsletter and end of year accounts.

- 6) **Patient Questionnaires** – Helen reported that a sub group had meet on the 15<sup>th</sup> August and discussed this year Patient Questionnaire. A questionnaire had been drawn up and agreed by the partners, this was then circulated to the group. On the whole the group were happy with it with once question slightly needing amending. It was agreed that any further amendments that are required should be notified to Helen by the end of the week. Mr Fletcher raised concern that the subject of the new Surgery telephone system had not been included. Jo Shepherd informed the group that the Surgery is very

**H.G**

aware of the patient's views on the new telephone system and that some changes had been made and it was continuously being reviewed. It was also pointed out that on the questionnaire there are three occasions when other comments/suggestions can be written.

- 7) **Publication of Meeting Minutes:** Helen informed the group that now the minutes are being put on the Surgery Website and on display in the Surgery members were requested to sign a form confirming that they do not consider this to be a breach of their patient confidentiality. Helen had checked with the Connecting for Health team and this is more that is required as by volunteering to be on the group does imply consent to divulge that they are patients here. Forms were completed by those present. **H.G**
- 8) **Proposals for Changing NHS** – Mr Take said that his points had all been discussed during previous discussions.
- 9) **Commissioning Priorities/Stakeholder meeting.** Jo informed the group that part of the Service Level Agreement contract requires the surgery to hold a public meeting open to all patients of the Surgery to give them an opportunity to hear what the local commissioning bodies are doing on their behalf. This meeting has to be held and reported on by the end of December this year. After much discussion it was agreed that the meeting would be held on Monday 31<sup>st</sup> October St Gregory and St Martins Church in Wye between 7.30-9.00pm. Helen would contact Revd Holy. The event will then be publicised with posters in the Surgery and around the village, an entry in the Parish News and an article under the 'around Kent' section of the Kentish express as well as on the Surgery Website. Jo Shepherd will contact James Ramsden from the PCT to see if he is available to come along. **H.G**  
**J.S**
- 10) **Any other business** – none reported
- 11) **Date of next meeting – booked for Tuesday 8<sup>th</sup> November @ 6pm**