

Bildeston Health Centre Patient Participation Group
Minutes of Meeting 15 May 2013

Apologies:

June Carpenter; Penny Morland; Maurice Goulding; Angela Rodgers; Sue Andres; John Ramsay and Robert Hylands.

Present:

David Blacklaws; Audrey Wilcox; Sue Corp; David Payne; Tina Davies; Nigel McVitie; Paddy Wilmot; Margaret Maybury; Mary Ruffles; Dain Keating; Louise Bissett and Jackie Smith.

Dr Mark Hainsworth
Sue Sayer – Secretary

Election of Chairperson and Vice Chairperson

Paddy Wilmot, as outgoing chairman, announced that he was handing over to June Carpenter who was unopposed at the election. June had been proposed by Dain Keating and Penny Morland had seconded the proposal.

Sue Corp would take on the role as vice chairperson, she too was unopposed. Sue had been proposed by John Ramsay and Sue Sayer had seconded the proposal. Audrey Wilcox had been proposed by David Payne but had not been seconded.

Audrey Wilcox objected to the announcement regarding the election of the vice chairperson. Paddy Wilmot said that any concerns should be addressed at the next meeting when the new chairperson was present. Audrey felt that this was not a democratic process.

As June Carpenter was unable to attend the meeting Paddy Wilmot handed over the meeting to Sue Corp, vice chairperson.

June Carpenter had sent out suggestions for discussion at the meeting and Sue Corp read this to the group on her behalf.

Approval of Minutes

The minutes of the meeting of 17 April incorrectly record that Dr Mark Hainsworth seconded Audrey Wilcox for vice chair, he has no mandate to do so as he is not a patient at the surgery.

Matters Arising

David Payne responded to a comment made by Paddy Wilmot that a vote for vice chair was not going to happen and “it is as it is” and David wanted to know who made this up as a rule. Paddy said that he had decided this was the case and that there would be opportunities in the future for people to stand for election.

Sue Corp made it known that she would stand aside after one year. David Payne commented the group might want her to stay if she did a good job.

Paddy confirmed that the process could be challenged at the next meeting if that is what people wanted.

David Payne pointed out that we had learnt some lessons from all of this and wanted to say thank you to Paddy for being chair as it is not an easy job. David praised the work of the surgery.

Margaret Maybury said that she had been shocked at the emails regarding the roles of chair and vice chair and it had been handled unsympathetically with proposing and seconding being overturned. If something is done it should stand.

Jackie Smith said that she could clearly remember John Ramsay being proposed and seconded and that this was overturned and handled unsympathetically.

Paddy pointed out that John's election was overturned because of members wishing to have more information on those standing. There is a virtual membership they are also part of the group and therefore it is appropriate to have an election by email prior to the meeting.

Sue Corp reiterated that these points could be put forward as an agenda item for the next meeting. Audrey would have liked further discussion during this meeting.

Audrey questioned the recording of the election with regard to her own and John Ramsay's nominations and asked what the previous minutes said. Her understanding was that there were two people nominated, proposed and seconded. John subsequently withdrew and Audrey did not withdraw and she believed that her nomination would go forward. Audrey's sole purpose was because she thought the process was undemocratic and wanted it done and dusted. She had also had no response to her emails.

Audrey has forwarded a chronology of events as she sees them and asked for this to be forwarded to all members (see attached document). She would like a protocol/constitution to be put in place and her intention was not to rock the boat and felt that with a group of this size it can only be informal to a point.

Sue Corp responded by saying that different people will have different views on what is fair or democratic, with their views often being subjective, depending on their personal view or perception of events. Not all members have the same perception of events or of what is fair and democratic.

Review of Recommendations

Following on from the most recent survey the surgery has :

- published travel information on their website
- with regard to the noisy children issue that was raised - the surgery staff feel it

is their job to keep children under control.

- Dr Hainsworth has spoken to other surgeries who have installed water dispensers and the general view is that it was not a positive move. Water and children do not mix in a confined space. Therefore the surgery will not be going ahead with a water dispenser.
- The surgery is looking into how they can provide more chairs with arms.

Mark Hainsworth commented that the importance of the PPG was in seeking the views of the patients through an annual survey and for the surgery to respond to the issues raised. The timescales discussed in the previous meeting still apply.

New Business

ACTION FOR ALL:

Ideas and suggestions for a Constitution to be sent to the Secretary by 29th May.

ACTION: Sue Corp –

By member request, to put together a standard form to be available for those who wish to use it to fill in with suggestions for group /Protocol/Constitution. Members can also just email in suggestions.

ACTION: Sue Corp -Links to other PPG Constitutions/protocols.

www.napp.org.uk/constitutions.html

See examples of Terms of Reference/constitution documents from PPG's

The result of the above actions will be discussed at the next meeting.

Next Survey:

June Carpenter made this suggestion in her note at the last meeting:

“We have already agreed to do a patient survey in October and therefore we need to think about possible topic(s). I wondered if we could ask the patients if they knew about any special clinics held in the surgery e.g. liquid nitrogen, ante natal, nurse lead clinics and how useful they found them and any that they thought would be beneficial for them.”

Any further ideas and suggestions regarding the next survey please forward to the Secretary by **29th May**.

Audrey Wilcox reminded Mark Hainsworth that he had spoken about having more challenging questions. He responded by saying that he felt the wording of the questions was important. He would like to know whether patients prefer to attend the surgery for specific clinics eg. diabetes or whether they prefer to use the everyday appointment system.

Mark said that the biggest area of contention is still open access and having enough staff when they are needed, some people are still unhappy with the waiting times. Full open access generates problems of noisy children and a full car park.

It was pointed out that previous survey results showed the overwhelming majority of patients wanted open surgery to remain.

Mark handed out a notice concerning practice closure to enable staff and clinicians to attend education and training on customer service.

There was some good news – they have employed a lady doctor who hopes to become permanent. Her name is Louise Beale.

Paddy raised the topical issue of people going to A & E when it was not appropriate.

Mark explained that there is a perception that people cannot get to see a doctor and that out of hours access is not working and as a result patients are going straight to A & E. They have targets of never more than a 7 hour wait and are fined if they go over this. The surgery also receives a fine for sending too many patients to A & E, referrals and over prescribing.

The question was raised as to whether there might be a reversal by the government on GP out of hours work. MH thought this would be very difficult as working practices had changed and the surgery would need to employ a further doctor for nights.

Mark pointed out that there has been positive feedback from patients who have used the 111 service.

Allocation of Roles and Tasks

Anyone wishing to volunteer to take over the responsibility of designs for posters, contacting relevant people, publishing information etc please put your names forward by **29 May**.

Margaret Maybury said that it was good to spread the load and is happy to do the running around for adverts in publications.

AOB

Mark Hainsworth expressed his thanks to Paddy Wilmot for chairing the meetings for the past 18 months and he also wanted to thank the people who had done so much work to help with the success of the last two surveys.

Please send any agenda items for the next meeting to the Secretary by 15 June.