

Bildeston Health Centre Patient Participation Group

Minutes of Meeting 17 April 2013

Apologies received from: Richard Williams

Present: Penny Morland; Penny Highland; Susan Andres; John Ramsay; Maurice Goulding; Tina Davies; Audrey Wilcox; Mary Ruffles; Margaret Maybury; Sue Corp; David Payne; Angela Rodgers; June Carpenter; Dain Keating; Nigel McVitie.

Surgery: Louise Bissett and Dr Mark Hainsworth.

Chair: Paddy Wilmot

Secretary: Sue Sayer

Matters Arising:

Margaret Maybury pointed out that the record in the previous minutes concerning inappropriate comments was made for all of the female staff at the surgery and not just secretaries.

Audrey Wilcox raised the election of John Ramsay as vice chairman. She felt that John was not democratically elected and nor was correct language used in the minutes to record the proposer and the name of the person who seconded the proposal. The Chairman stated that he affirmed the minutes of the first election.

Mark Hainsworth suggested that another vote should take place to elect a vice chairman and the group agreed this way forward. Audrey Wilcox also put her name forward for the role and was proposed by Paddy Wilmot and seconded by Mark Hainsworth. A vote was taken and John was elected by 11 votes to 4. Following this David Payne pointed out that he knew nothing about the two candidates and it would be useful to have a short statement before people decided on who to vote for. As a result a further vote will take place at the next meeting (see action below).

David Payne wanted John Ramsay to understand that nothing personal was meant by the re-election.

John Ramsay noted that the discussion had embodied an important principle, that people can (and should) voice their concerns and have them discussed in a reasonable manner.

ACTION: Audrey and John to put forward a statement about themselves to

be forwarded to members of the group.

A vote will take place at the next meeting to elect a vice chairman.

Address by Dr Mark Hainsworth

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We were all here as patients of the health centre to act as a conduit concerning service provision at the surgery. The initial idea for PPGs was around commissioning services but the goal posts have been changed by the government. However there are useful things the group can do around the provision of services and running the surgery that is different from the commissioning of services. The PPG is an important voice for patients and is a useful and worthwhile process.

Surveys are an important mechanism to enable us to assess public opinion and to ascertain what the surgery needs to change. This is a process used by PPGs all over the country; we are there to develop the survey, discuss the findings, make recommendations to the Health Centre, and assess the outcomes. We can then move onto the next survey. Surveys must be conducted annually and the full cycle (survey – results – discussion – surgery action plan) must be fully completed and published by 31st March.

Bildeston's survey needs to be carried out earlier in the year eg. September or October and there needs to be a timeframe to give us direction as to where we need to go. It is important to draw conclusions from the result of the survey to make it a worthwhile exercise.

The survey should be available for all to take part if they wish. Most people have access to the internet and the surveys are widely publicised. Paper replies are not encouraged as they are not eco-friendly. Online, the survey is accessible at all times.

Decision made by the group: Survey to go live 1 October each year.

Survey:

Mark Hainsworth was very pleased with the results of the most recent survey and he pointed out there was a very good take up compared with other local surgeries.

The responses reflected a high level of satisfaction with the services provided.

Audrey Wilcox asked how we could get some of the younger population engaged. Suggestions included:

- Mark Hainsworth suggested a banner in reception saying “October is your month to have a say” with the PPG logo in the corner. The notice could also be displayed on the TV screen.
- The preamble to the survey should explain that the survey is not per household but for each individual patient to complete.
- Survey questionnaires could be delivered with prescriptions to capture those most likely not to have internet access.

John Ramsay pointed out the results were very positive except for the waiting room and the conclusion to be drawn is that this is where the surgery could improve.

- One of the issues raised was about unruly children in the waiting room.
- A lot of the problems to do with the waiting room result from the open surgery where there are a larger of number of people waiting for longer periods, but this has already been acknowledged by patients to be a valuable service.
- A further suggestion in the survey was that there should be chairs with arms for the elderly.

The group agreed that more challenging questions could be asked in the next survey.

Mark Hainsworth informed the group that another doctor had been offered a position at the surgery and if he accepted he would start in July.

RECOMMENTATIONS: Surgery

Notice to be put in the waiting room asking parents to keep their children under control. Notice to also be displayed on the TV screen.

Travel forms to be available on the surgery website for patients to complete in advance.

Surgery to look at whether anything can be done to provide chairs with arms.

ACTION: PPG

Audrey Wilcox, Sue Corp and June Carpenter to draft a statement putting together the PPG’s suggestions arising from the conclusions drawn from the survey. The statement to be circulated to the PPG for comments before being published on the website.

Mark Hainsworth proposed that the future meetings should be held on a set day each month eg: 2nd or 3rd Wednesday. The vote was carried 11-2 and a six month trial holding meetings on the 3rd Wednesday of each month was agreed.

NEXT MEETING WEDNESDAY 15TH MAY 6PM, Bildeston Surgery