

**Bildeston Health Centre Patient Participation Group
Minutes of Meeting 19 June 2013**

1.1 Apologies:

Mary Ruffles, John Ramsay, Sue Andres, Penny Morland, Penny Hyland, Jenna Cox, Peter Corp, Angela Rodgers.

Present:

June Carpenter – Chair
Sue Corp – Vice Chair
Sue Sayer - Secretary

Tina Davies, Margaret Maybury, David Blacklaws, Dain Keating, Maurice Goulding, David Payne, Audrey Wilcox, Paddy Wilmot, Nigel McVitie, Louise Bissett and Jackie Smith.

Dr Mark Hainsworth – Surgery.

1.2 Approval of Minutes of Last Meeting

Paragraph 8 of page 2 starting “Audrey’s sole purpose” should read “my (Audrey’s) sole purpose for speaking out was to challenge the way in which the PPG was being run and that I felt a satisfactory outcome had been achieved in that drawing up a Constitution was now on the Agenda, albeit at quite a personal cost.”

Paragraph 5 page 4 – should read “They have targets of never more than a 4 hour wait...”

1.3 Matters Arising

Although a new email address had been set up in Outlook Mark Hainsworth pointed out that this was not a secure provider and he recommend a gmail be used.

Action: Sue Sayer to set up a new email address using gmail.

Jackie Smith confirmed that eight high backed chairs for the waiting room have been ordered.

Patients sending in email requests for repeat prescription should receive an automatic confirmation response but this is not happening.

Action: Surgery to look into this.

1.4 Chairperson's Report

Stow Health Centre Visit: June Carpenter and Jackie Smith had attended a PPG at Stow Health Centre. One of the issues that had arisen was confidentiality. What is discussed at the meetings is confidential and therefore a confidentiality agreement is to be signed by each member at each meeting.

Action: Surgery to provide agreements.

Live Well Suffolk offers various fitness programs, however Mark Hainsworth pointed out these are provided in Stowmarket and when funding is cut these are always the first to go.

Alison, the practice nurse is prepared to come to talk to the PPG and members agreed they thought this was a good idea.

Action: June Carpenter to arrange for the above.

The bicycle rack has arrived and is ready to be fitted.

It was suggested that someone from FOBS (Friends of Bildeston Surgery) comes to give a talk to the group.

Action: Sue Sayer to contact Mary Ruffles to arrange a talk.

Confirmation that the next questionnaire is due to be published in September/October of this year and there is no time to waste.

1.5.i Protocol

In order to keep matters as simple as possible the group decided to call the document outlining the procedure to be adopted "Group Guidelines" and there will be a vote on whether to accept the content annually.

Meetings are to be held on the 3rd Wednesday of each month.

1.5.ii Survey 2013

Subject - patient services provided by the Surgery eg. clinics.

Mark Hainsworth said that the first survey had had clearer answers and conclusions that the second one with yes or no answers working best. He thought an interesting

question would be whether patients prefer a clinic to be run by their own doctors or by an outside agency.

A preamble is to be included for each question so that patients understand the question they are answering.

Action: Survey Question Committee:

Margaret Maybury

Audrey Wilcox

Dain Keating

June Carpenter

June Carpenter asked if there was any funding available from the surgery for publicising the survey as she understood that they received money for holding a Patient Group. Mark Hainsworth explained that they lose money if they don't have a PPG rather than being given extra if they do have one. There was no available money for publicity and the group needed to be self funding.

Action: Jenna Cox will design and produce the nposters for the survey. Many thanks to Jenna for this.

A Publicity Committee will contact parish magazines, organise the banner and posters and oversee the design.

Publicity Committe:

Sue Corp

David Blacklaws

Tina Davies

AGENDA ITEMS TO THE SECRETARY BY WEDNESDAY 3rd JULY.

NEXT MEETING 17 JULY.