



HOLBEACH MEDICAL CENTRE **PATIENTS PARTICIPATION GROUP**

Minutes for the PPG meeting 30 September 2015

Present: Mike Brett, Trevor Cook , Iris Merson, Alan Piggins, Graham Scorthorne , Sue Scorthorne , Joyce Waterfall.

1. **Apologies:** Cindy Foley, Eilene Keeling, Jackie Sheldrake, Val Watkins and Heather Whitehead.
2. **Resignation:** It was noted with sadness that Bill Hardy had resigned from the group. All agreed that he would be missed, particularly on the fund raising side where he has worked so hard.
2. **Minutes of previous meeting:** Minutes of the meeting of 24th June were read and accepted.
3. **Matters arising:** It was noted that the newsletter had been completed; that receptionists were prepared to attend a meeting and talk to the group; that the birthday pack for 16+ patients was now being used; and that Jayne Thomas had not produced a report of her talk so it was not possible to attach it to the last minutes.
4. **Chair's report:** Graham thanked those members present and warmly welcomed Iris and Mike as new members of the group. He hoped they would continue to attend our meetings and support the group. He also commented on the fact that Nick Worth had stated that he would be attending the meeting but obviously had been side-tracked. It was hoped that at a future meeting he would bring us up to date on issues regarding the proposed growth of Holbeach and its impact on our Health Centre.
5. **Secretary's report:** Nothing further to report.
6. **Treasurer's report:** The PPG balance remains at £1067 which is being saved towards the purchase of the TV monitor which will be installed in the waiting room in order to provide patients with much needed information on health matters. As a further signatory was required for the account Alan Piggins very kindly volunteered to take on the role.
7. **Healthwatch report:** In Eilene's absence Graham reported that Healthwatch had their AGM early in September That they were conducting a number of trials and pilot programmes across the district. That cancer services were being expanded and that patient choiuce was still not being recognised fully across all practices.
8. **News Correspondent's Report:** Sue stated that she planned to produce the next newsletter by the end of October and that she would promote the Quiz and Flu clinics in addition to other matters brought to her attention.
9. **Practice Manager's Report:** As Val was absent there was no report on this occasion.

10. Future Programme: It was confirmed that SUE WRAY will be talking to the group at the 28 October meeting on a variety of Mental Health issues. In addition it was reported that NATALIE GOWAN will be attending the meeting on 25th November in order to talk about DEMENTIA issues. She is delighted to have been invited we understand. The next Board meeting will be held on 14th October at the usual venue.

11. Fund Raising Ideas and Initiatives: Graham has produced a **Quiz Sheet** with 100 questions. Everyone is asked to encourage people to buy a sheet before the closing date of 11th December. Sheets cost £1 each with proceeds going towards the TV information monitor. A Christmas Hamper will be the major prize but there will be others. Members were asked to bring along an item to help create a quality hamper and other prizes. It was hoped that quiz sheets would be on sale in the surgery. **A raffle** should be considered around Easter time it was agreed. In addition it was agreed that the PPG should participate in the **Rotary Santa Walk** again on Friday 11th December.

12. AOB: There was nothing to add at this meeting.

13. Survey: A discussion took place regarding the surgery's need for a survey in conjunction with the PPG in order to find out what patients really think of their surgery. It was requested that the following issues be included in the survey: Dr and staff relationships with patients; appointments; the friends and family questions; the views on the appointment of a triage nurse; awareness of the PPG and its aims; improvements in patient treatment since the PPG was started; the SMS messaging service and the need for a larger surgery. The survey will run from 4th January to 31st January 2016.

14. Closure: The meeting closed with a reminder that the PPG does need more new members and that:

The next meeting is scheduled for WEDNESDAY 28TH OCTOBER 2015 AT 6.30PM.

N.B Sue Wray will be speaking at the start of this meeting with business issues to follow.