

**-1 St James Medical Centre**

**Patient Participation Group**

**Minutes of the Meeting Held on Tuesday 15<sup>th</sup> February 2011**

- 1** The Chairman commenced proceedings shortly after 6.30pm by taking **Apologies For Absence** from Katherine Shirley-Smith and Ken Trump. Those attending were Jeff Chiswell in the Chair, Guy Patey, Dr Benneyworth briefly and Dr Abigail Channing for the Practice, Sue Briggs, Jean Bryant, David Homer, Stephen Kirby, Pete O'Shea, Pauline Shields and Carol Wright.
- 2** Dr Benneyworth outlined a pilot scheme running at St James whereby patients with rehabilitation needs were assessed and helped by a multidisciplinary team. This team coordinated the care and rehab needs of individual patients to enable them to stay out of hospital and in the community. The rehab team was looking for unbiased evaluation of the project from those patients who had been part of the pilot and sought help from "lay" patients (eg the PPG) in obtaining their views. It was decided to assist with the evaluation of this project and Mesdames Shields and Wright expressed an interest in taking part in this work.
- 3** **The Minutes of the Previous Meeting** held on 11<sup>th</sup> January 2011 were adopted.
- 4** **Matters Arising From the Minutes**  
Carol Wright enquired of developments with the two medical centre sites and Guy Patey replied that there were none with the proposed Firepool site but a further planning stage had been started for the Norton site. David Homer asked whether recent political proposals threatened financing of the Practice and Guy replied that the financial position was still secure.
- 5** **Information Technology**  
The Chairman reported that the sub-committee composed of himself, the Practice Manager and Pete O'Shea had met since the last PPG meeting and discussed the Practice Website and how this might be developed to serve the best interests of the practice, patients and PPG. Pete O'Shea would undertake a Webmaster role and had signed an agreement with the Practice covering operational and governance matters. He also would handle the IT technical aspects of the website but PPG members were invited to contribute ideas for content, links to other useful sites etc. Pauline and Sue expressed an interest in helping to develop the "website user" perspective. Various outlets for disseminating the Practice Newsletter were discussed to broaden the readership, including the on-site pharmacy, which Guy thought impractical as the Pharmacy serves a wider public than just that of the Practice, and mailed with patients letters. The website and the potential to send the

newsletter to patients by Email were seen as the cheapest and quickest method of increasing coverage.

## **6 National Association for Patient Participation**

Carol reported that the NAPP logo may be used by the PPG and Pete O'Shea has produced a version for PPG notices. She has circulated the NAPP E-Bulletin for January and notified us of the NAPP Annual Conference in June.

## **7 Any Other Business**

a) Sue Briggs sought information on the impact of recent Government policy on local health centres for the next meeting.

b) Jean Bryant reminded us that we had not formally adopted Terms of Reference and supplied a summary for consideration at our next meeting. She also reported that an account had been opened with Lloyds Bank, requiring two signatories of three (being herself as Treasurer plus Chairman and Practice Manager).

c) Mrs Bryant also brought up the matter of expenses, particularly for the use of PC, printer and stationery by the Secretary. It was suggested for a start that an amount of 3p per copy would be reasonable and practical arrangements be worked out over time.

d) Carol aired the subject of Practice boundaries and proposals for call centres to replace Practice receptions and asked Guy for a reaction from the Medical Centre.

e) Jeff Chiswell reported his attendance at the **Meeting of PPG Chairs on 10 February**, when the increased burden on Doctors and Practices resulting from Government policy was acknowledged. He had particularly met and shared concerns with Chairs of the Blackbrook and Lyngford PPGs.

f) Mr Chiswell also led discussion on the subject of recruitment, encouraging personal contact and recommendation, though wanting to avoid making the PPG too large.

g) The Secretary reported that since our last meeting founder member John Constable had died and that we ought to record the fact on the minutes.

**8 The Date of the Next Meeting** would as usual be the third Tuesday (15<sup>th</sup> March) and the following one ought to be manageable on 19<sup>th</sup> April, before Easter