

St James Medical Centre

Patient Participation Group

Minutes of the Meeting held on Tuesday 10th January 2012

1 The Chairman commenced proceedings at 6.30pm and invited **Apologies For Absence**, which were noted on behalf of Sue Briggs and Pauline Shields.

Those in attendance were Guy Patey, who introduced Dr Tom Herdman for the Practice, Dr Rosie Benneyworth, Jeff Chiswell in the Chair, Jean Bryant, Teresa Cort, Liz Dewdney, David Homer, Stephen Kirby, Pete O'Shea, Ken Trump and Carol Wright.

2 **The Minutes of the Previous Meeting** held on 15th November 2011 were adopted. There were no Matters Arising.

3 Work Programme

Pete O'Shea had updated the Programme and Carol Wright had made a submission by Email suggesting 2012 priorities be set, both of which provoked lengthy discussion. Guy reckoned some of Carol's points were covered by the requirements of the Directed Enhanced Services (DES), which the Practice was working towards, by way of a current survey in St James reception about patients' methods of transport. Discussion also embraced provision of patients' Email addresses and how a cross-section of views may be obtained through a Patients' Reference / Virtual Group, with confidentiality remaining an issue. Carol was to provide Pete with NAPP contacts who have relevant experience.

Ken Trump spoke about work on Diabetes in the Bridgwater Federation and Jeff reminded the Group of his desire to see an event in the Taunton Federation area by early 2013. Carol and Ken hoped we could be more urgent about this. Dr Benneyworth suggested a Diabetic event for the St James Practice only this spring with additional input from Dr Channing and Sue Philips.

4 Practice Estates

Guy expected the legal papers for the Norton site to be signed within a fortnight and funds to become available for the new St James centre, but this would be very dependent upon disposal of the present site. Carol and Stephen (constituting a sub-committee) would be happy to give input into the Norton site from the patients' viewpoint.

5 Ministerial Visit on 4th January

The Minister of State for Health, Paul Burstow, visited the Practice to see the work of the Reablement Team, and the Group had been invited to be present. Jeff, Stephen, Jean, Carol and Ken had attended and Rosie gave an account of the visit. Liz Dewdney said she and her late husband had benefited from such aftercare as the Reablement project offers.

6 Liaison with Taunton Federation of General Practices

Jeff had drafted a letter addressed to other Practices and Groups and the PCT, with a view to closer co-operation and sharing of experiences, and sought the group's approval, which was given. Rosie offered to support this initiative when seeing Sue Sutton of the PCT. Carol said she had spoken to Dr Mike Gailey from Wellington at the Ministerial Visit and he had invited a delegation from the Group to visit his Practice, which was welcomed as liaison within the wider Federation.

7 Any Other Business

ÿ Carol raised other points in her previous Email submission. Guy had replied with DNA (Did Not Attend) statistics, which showed a recent slight reduction. Guy advised that the extent of EMIS use for appointments and repeat prescriptions was difficult to assess as enrolled patients' details go directly to the EMIS server.

ÿ Carol also drew the Group's attention to other Groups' publicity in the Somerset Gazette, especially Lyngford Park, and recommended we adopt the same practice. It was thought we should appoint a Press or Public Relations Officer but no-one volunteered their services.

ÿ Guy said that as he and Rosie met officially on a regular basis they would keep a watching brief on our agenda to take up items in between meetings, which was welcomed.

8 Date of Next Meeting

We would revert to the usual third Tuesday of the month, viz. 21st February. Guy offered to conduct informative tutorial sessions for the PPG on Practice procedures but considered it would be more practical for these to take place before our usual start time. The Group therefore agreed to bring forward its start time to 6.15pm. The meeting then drew to a close at 7.55pm.