

Cranborne Practice: Patient Participation Group

Minutes

On Wednesday 10th September 2014 at 7.p.m. at 131 Newtown Road, Verwood

Present: Glen Carlyon Chairman, Annette Chalk Secretary, Lionel Foreman, Dave Watson, Lorraine Paskins, Trevor Steptoe, Ann Carlyon, Carolyn Polden, 8 present.

1. Welcome and Apologies: Glen Carlyon opened the meeting and Apologies were put forward.
 - Apologies: Colin MacNee, Tim Harding, Soozie Cooper, Jo Morris, Pam Watson, Alan De La Poore, Ann Walker, Jenny Freeman.
2. Introduction by Glen Carlyon and minutes from 16th April discussed.
 - No news on the new handrail for Lake Road Surgery.
 - Lorraine asked for newsletters to be sent to all PPG Members via email. **Agree by Annette**

Minutes of last meeting – All Agreed

3. Matters Arising: None discussed.

4. Chairmans Report:

- a) Dementia Meeting – The Meeting held at Greyfriars, Ringwood was held over ½ day and was a very clear meeting. Bournemouth Hospital was discussed re: patients when they become older they can become forgetful and to attend Dementia sessions/appointments they have to go upstairs.
- b) Supporting Stronger Voices – Hamworthy, Wimborne. Voluntary bodies attended this meeting
- c) David and Glen attended the Local Action Group in Verwood. The Following points were discussed.
 - Grass Cutting – Not enough done.
 - Hedge Cutting – These affect pedestrians right of way so need to be maintained regularly.
 - Speed Camera – Arson attack on the speed camera going past The Albion Inn.
 - Violence in Verwood – 1x Domestic.
 - Cannabis found growing in Verwood.
 - Thefts – Garden Tools and Valuable items in Cars.
- d) We must not forget that Verwood is a Dementia Friendly Town.
- e) The PPG group need to find a way to get a more varied age group to attend our PPG meetings ie: 20's, 30's and 40's.
- f) The PPG were not informed of Jill's retirement in July, but Glen was able to have a word with Jill and Glen thanked Jill for all her sterling work over the last 50 years.
- g) During our previous PPG in February 2012 Glen made contact with Dorset County Council re: Increasing the yellow lines outside Lake Road Surgery as over the years there have been several near misses, and minor damage has been caused ie: Headlights, Mirrors and small bumps. Glen had previous contact with Spencer Flowers and Glen has recently called again for an update on the situation to be told that there is no money at the moment

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for the improvements to be made. One of the local residence currently has white lines, but these will hopefully be changed to yellow lines within the next two to three weeks.

h)

5. Patient Participation Questionnaire 2014/2015:

Our previous questionnaires from 2011 – 2013 were too long and due to many questionnaires being handed out to people, people aren't prepared to complete them. So the new protocol for the new 2014/2015 questionnaire is to be a lot smaller and is to include the question on whether patients would recommend our surgery to family and friends after their experience with seeing a Doctor.

Annette provided a copy of an example of the new questionnaire to all present at the meeting and if anyone could suggest any alterations these are to be sent to Annette via email by the 10th October and Annette would put together the new Questionnaire and send a copy to all members via email and distribution would then be arranged to reception and via the internet for patients to complete.

Hopefully with a shorter questionnaire we will receive more responses.

6. Any Other Business:

- a) Annette to ask Debbie about the outcome of the new handrail and whether we are any further with getting a new one as it has now been going on for 3 years.
- b) Further to Lionel and Lorraine offering their services to look into our appointment service - Lionel is disheartened as he hasn't heard an answer, Lionel would like to receive at least a phone call to say thank you, but no thank you if this area covers confidentiality issues, but Lionel is offering his expertise with systems analysis and statistics. What is our big success and our limitations: We need to get an estimate on our returns of our 9,500 patients and we need to get a percentage back.

Lionel says it is a waste of time having PPG meetings if nothing is adhered to, and Lionel may send a letter to the Partners regarding this issue.

Lionel also discussed the informal system of our Management Structure ie: Jo Morris ie: if regular comments are made on one subject, these need to be put forward, investigated and resolved.

- c) Lorraine says we are doing a great job, but improvements can be made.
- d) Lorraine also asked – what are the processes if PPG members are approached by patients with any problems, who do they go to with these issues ie: we need a representative to approach with the issues anonymously so the patients in question can receive any help required. Elderly people don't want to rock the boat so tend to keep things bottled up causing themselves stress, so a definite route needs to be found. – **Soozi**

Can an online form be placed onto the website so people can send anonymous concerns to then arrive with a member of staff to look into? – **Annette to action**

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- e) Is Carolyn to be replaced as there is no back up for Soozie? – **A new member of staff has been employed and to start working with Soozie from 14th October 2014.**
- f) Dave mentioned wellness walks that started in Verwood and the fact they have died off due to the lack of interest, and it is sad that so many initiatives are started but then run out of interest and funding. This may have been caused due to lack of advertising. There was information put forward in a meeting some time ago about the walks but not run by us. Information was provided and placed on Reception.

The Hub currently run Health Walks which started at the number of 12 and there are now approx. 40 attendees. The walks are run on Tuesdays and Fridays.

Lake Road is good for walks through Potterne Park and Moors Valley. - **Annette to contact Moors Valley via the Rangers to see if there is any chance of these walks being reinstated and then motivating people to join by advertising on Surgeries Media.**

Meeting closed at 20:15pm.

Date of next meeting at 7 p.m. At 131 Newtown Road, Verwood
On
19th November 2014