

**MINUTES OF SIDNEY HOUSE AND THE LAURELS SURGERIES
PATIENT PARTICIPATION GROUP MEETING**

**HELD AT THE LAUREL'S SURGERY, BOREHAM 24TH JANUARY, 2013 at
7.30pm**

PRESENT: Dr S Butcher (Chair), Debbie Greenwood (Practice Manager / Secretary), Mr Ray White (Patient), Di S (Patient / Staff), Debbie K (Patient / Staff)

1. APOLOGIES:

Four apologies in advance were received and the rest after the meeting. Apologies received from: Ms Claire French (Patient), Mrs Vivienne Guyatt (Patient), Mr Henry Bass (Patient), Mr Fred Suckling (Patient), Mr Adrian Goodwin (Patient), Mrs Charlotte Adams (Patient) and Sharon K (Staff)

2. MINUTES OF LAST MEETING:

No amendments required. Minutes agreed as accurate.
In view of numbers debated whether quorate for meeting in terms of staff / patient ratio. Agreed to continue as some attendees were patients, as well as staff. Quorum to stay at six.

3. MATTERS ARISING:

Constitution document V3 is not yet in circulation.

SB – As Claire is not present Constitution will be added to next meeting for review.
RW- it was agreed at last meeting that 'CCG matters' would be a standing agenda item at each meeting.

4. PATIENT SURVEY 2013:

Patient Survey was to be the main agenda item, but due to circumstances outside our control the survey had to be implemented prior to this meeting.

SB – Can EQUIP use sliding scale style for their presentation of the survey results to the group?

It was agreed that not every question will be suitable for a sliding scale. Last year EQUIP presented the satisfaction score as a percentage. We can look at trends on a percentage basis. Need some trend analysis as per Adrian's request at last meeting. As unable to change format this year DG will ask EQUIP to present as 'satisfactory / unsatisfactory', but then to break into next level and show a percentage.

5. NON NHS CHARGES:

Surgery had to review charges. Prices have been held for many years. Updated charge list is published on the website. Both surgeries have a copy at reception and on the notice board.

6. FUNDRAISING:

At last meeting Charlotte was very keen to arrange some fundraising activities, but as she is not here tonight this will be discussed at next meeting.

SB suggested to receptionists that if ideas are suggested by patients they let DG know, as it may be something that can be funded this way.

7. SERVICES AT THE PRACTICE:

Agreed to discuss one service per meeting.

SB – Asked Ray if there was any service he wished to discuss?

DS- Asked if there are any services that may be referred to other practices? SB said potentially there are and some are currently under discussion. Hope to introduce very soon.

- a) Would there be any interest within the group for one or two to attend a Chelmsford locality meeting to learn more of what is happening? Ray is already going to LINK meeting.
- b) NHS 111 goes live in March. Non 999 calls and will be free to use from mobiles and landlines. This will be publicised locally soon.
- c) PCT have allowed practices to review the Practice Boundary. The practice has decided to keep the same boundary.

RW – St Peter's, Maldon, had some negative press lately due to not having enough staff. This relates to the two in-patient wards.

8. A.O.B:

- I. NHS Choices – comments please!
- II. Boreham Reception – any concerns about confidentiality? Is there a notice up offering a confidential conversation? Radio in use too.
- III. Many thanks to Charlotte for her help in the Flu vaccine campaign as she kindly advertised in the *Village Voice*. The practice percentage uptake is above the national average.
- IV. Patient Reference Group – SB asked if the group might want to become involved in the practice website? Generic involvement with a generic feedback form on the web. Ray felt this would be good idea.
- V. RW – Are there any issues to bring to the group? Discussed complaints process and comments in general.

Must have a meeting by the end of March to analyse results of the Patient Survey, in order to fulfil obligation to HMG. This item will be the only thing on the agenda that night. DG to liaise with Jill Warn to request her attendance and to ensure opportunity for analysis and discussion.

DATES FOR 2013;

All meetings will be at The Laurels and start at 7.30pm. Dates reviewed;

Thursday 14th March 2013 – Patient Survey

Thursday 2nd May 2013 - cancelled

Thursday 20th June 2013 - AGM

9. NEXT MEETING:

14th March 2013

Meeting Closed 9pm.