

Jenner Health Centre

Patient Participation Group

Meeting Date: Tuesday 8 January 2013 @ 19:00pm

Attendees:

- Karen Burrill – Chair
- Simon Stitson (Practice Manager)
- William Old
- Annette Glazier
- Graham Moores
- John Dunham
- Marian Dunham
- Cheryl Jakes
- Paul Phillips
- Dee Laws

Apologies:

- Dr Andrew Anderson
- Dr Adriaan van Biljon
- Dr Anil Nair
- Dr Gillie Evans
- Trudy Lapinskis
- Penny Fisher
- Dena Old
- Pamela Potts
- Linda Arbon
- Sheila Burrill
- Cindy Poli
- Nicky Spriggs
- Bryonie Smith
- Sheila White
- Pearina Marriott
- Sue Carter
- Sarah Wood
- Gary Stewart

Minutes:

- Karen Burrill opened the meeting and thanked all for attending and wished everybody a Happy New Year.
- This was the first meeting since the Open Evening in November as the December meeting was cancelled due to poor weather.
- Group reviewed the minutes from the last meeting and accepted these as a true and accurate record.

Feedback and discussion on the Open Evening

- Group reflected on the open evening held in November. Group felt that the evening went well and extended their thanks for the considerable time and efforts invested by Graham and Annette. Thanks were also extended to Park Lane School for the loan of the notice boards. PPG will send a thank you letter through to Mrs Leverett, Head Teacher at Park Lane School.
- Michael Bacon, Chair of the Borderline LCG Patients Forum also attended the Open Evening and was full of praise for the hard work undertaken by the Jenner PPG and the progress made by the Group. This was fed back to the other PPG's through the Forum meeting earlier today. Michael is keen to engage the New Queen Street Patient Group in similar work and has suggested holding a joint event in the future.
- The Group were pleased with the attendance and also with the interest taken in the displays for the evening which were then kept within the waiting room and entrance hall during the following week to help promote the PPG further to patients.
- All those who expressed an interest in joining the Group have been added to the mailing list and Simon has emailed each contact personally to welcome them and invite them. Simon suggested that it would be good if the PPG could also contact them and Simon will pass the list of names and contact details to Dee to follow up.
- Simon suggested that the Group also use the display boards at Just Another Show to promote the PPG and the Practice.

Update on Just Another Show – 23 February 2013

- Graham and Annette updated the Group on work completed to date as part of Just Another Show. Both have been working hard to pull together the show with Dave and focused has now moved to promoting the event and selling tickets.
- Graham advised that he did not receive a reply from SHSS about designing the poster for the event so Graham has designed the poster. Two alternate posters were circulated to the Group for feedback on the layout and wording – Group reviewed and offered suggestions and Graham will incorporate these in to a revised design.
- Options for printing posters were discussed – Simon is able to colour print A4 – A3 colour posters would need to be printed locally and the PPG has funds to cover this. Simon would also be able to approach Helena at NQST for help with A3 posters if local costs are too high. Aim is to get posters printed and displayed throughout the town before Straw Bear weekend to ensure maximum exposure. Group discussed venues for placing posters – Graham and Annette will distribute and speak to local retailers and venues etc.
- Ticket sales will be between 250 and 300 depending on the number of acts performing etc based on the capacity of the venue.
- Graham updated the Gary Stewart is unable to compare for the

evening but Dave Bailey is very happy to cover in his absence. Dave is also happy to do the lighting and the music and the Group thanked Dave for the considerable time and effort he has invested again in the event.

- Group discussed plans for the seating and the layout for the evening – might need an extra 20 chairs – Karen has 16 chairs that could be loaned and Dave has 4-5 chairs so this should be sorted.
- Discussion moved to the equipment the Group is fundraising for – Simon fed back that his request has been shared with the GP team and the plan is to raise money for a finger-tip cholesterol blood testing machine – cost approx £1k.
- Graham advised that volunteers will be needed for the door on the evening to help check tickets and to sell any spare tickets to people on the door if we have any. A further rehearsal will be held on the day of the event (Sat 23.02.013) at the Ivy Leaf Club with a full dress rehearsal at the venue on 1 February at 19:30pm.
- An interim rehearsal will be hosted at the Practice on 24 January 2013 at 7pm.
- The wind ensemble is attending the event and have agreed to perform for free following a vote within their group.
- 11 Acts are booked to perform in total with each performing two/three songs – the show will be split in to two halves.
- Group discussed the raffle for the event – Dee volunteered to approach local businesses to invite them to support the raffle with prizes and will arrange collection etc. Dee will also speak to Kescho re:- any donation towards the redecoration of the counselling room.
- Group requested that a GP attend the event to thank people for attending and to accept the funds raised at the event. Simon confirmed that this has been discussed and Partners will be attending the event and will be very happy to speak and to thank people at the end.
- Graham ran through the ticket sales processed – tickets are being designed and printed by a local company - Graham will pass invoice to Simon to pay. Tickets will be numbered and the Ivy Leaf will require a list of the names of people attending the event for licencing requirements. Tickets will be sold by Group members and via the Practice and Simon will run through with the Practice Team.

News from the Practice

- Simon updated the Group on changes with the Practice as mentioned in previous e-mails. The GP appointment system has been changed to increase capacity and provide a greater variety of appointment times. The new system also opens all GP appointments to on-line booking. Changes to the Nursing Team appointments have also been made to re-size baby immunisation and blood pressure clinics to current demand and to release general appointment time.
- The Practice are providing NHS Health Checks to patients aged 40-70 with certain exceptions. Eligible patients are being invited to attend for a Health Check appointment and clinics are being run on

Monday evenings.

- Dr Daniel Andeyaba became a partner in the Practice in January.
- Dr Gillie Evans will be working on an admissions avoidance project called the Firm for six months between mid-January and mid-July 2013 and will be away from the Practice – the Practice is currently arranging cover for Gillie's absence and hopes to be able to confirm this soon.
- The Practice will also be changing its telephone system within the next 3 months to a new system provided via BT. The system will provide better call handling and management functions and enable the Practice to work more effectively and efficiently.
- The Practice will also be changing clinical systems over the summer from EMIS LV to SystOne – the new system will provide much greater online functionality for patients and will enable the Practice to further change and develop the way that it works. The Practice will need some patient input in to both the telephone and clinical system change projects and will be drawing on the PPG to support them with this.

Other Items

- Dee mentioned that the Streetlife website is a good venue for promoting local services and events and encouraged members to sign up for this service – its free and only provides information for the area surrounding your post code.
- Group discussed promoting the Practice via the local Discover Whittlesey magazine and Simon confirmed again that this would be an ideal venue to raise the profile of the Group and to promote the Practice. Previous requests were linked to sponsorship but the Group noted that NQST PPG had included information without sponsorship – Graham will approach the again regarding Just Another Show and also on-going articles.

Any Other Business

- Next meeting will be **Tuesday 12 February 2013 at 7pm at Jenner Health Centre.**