

Jenner Health Centre

Patient Participation Group

Meeting Date: Tuesday 9 August 2011 @ 19:00pm

Attendees:

- Karen Burrill - Chair
- Dr Gillie Evans
- Simon Stitson (Practice Manager)
- Cindy Poli
- Penny Fisher
- Sheila White
- Annette Glazier
- Paul Phillips
- John Dunham
- Marian Dunham
- Pamela Potts
- William Old

Apologies:

- Dr Andrew Anderson
- Dr Adriaan van Biljon
- Jackie Brisbane (NHS Cambridgeshire)
- Trudy Lapinskis
- Dena Old
- Linda Arbon
- Dee Laws
- Sheila Burrill

Minutes:

- Karen Burrill opened the meeting as Chair of the PPG and thanked all for attending
- Group reviewed the minutes from the last meeting and accepted them as correct. Only change is to correct Matt Edward's surname.
- **Update on the Patient Survey** – Everybody has seen a copy of the latest draft survey – Simon will distribute the most up to date copy by e-mail also. Karen attended recent PPG area meeting – draft survey has gone to a proof reader, there was an issue about how long this would take but Michael Bacon (Borderline PPG Chair) has asked for it to be progressed as soon as possible.
- Will target the summer festival and flu clinic etc for completion - some discussion about volumes needed with a suggestion of 10%. Simon advised that survey must be representative and need to demonstrate

efforts to have reached out to different types of patients – target baby clinic, new mum’s group etc. Will also have available to download on Practice website and will be set up a Snap Survey for online completion.

- Completed surveys will be inputted into Snap for results analysis.
- **Update on Transport Survey** – Karen advised that feedback from the Practice had been that take-up from patients for completing the survey was low. Survey asks questions about use of transport to access medical services and also transport links in general for the local area.
- PPG will assist in distribution and completion of survey by patients on Tuesday mornings. Karen and Annette are happy to support this – all other volunteers are very welcome.
- **Update on the Whittlesey Festival** – A stall is being arranged for the Festival on Sunday 11 September 2011. Simon is booking and arranging payment. Not sure about the exact location of the stall at this stage (Update: will be in St Mary’s Churchyard) with a start time of 09:30am. Will need a rota for volunteers to help on the day – Pam, Annette and Karen volunteered for the morning, William and Dina in the afternoon.
- Karen and Simon will sort the logistics and arrange the pens and survey supplies etc.
- **Update on the PPG Notice board** – Noticeboard is now in place in the Practice waiting room for the PPG to use to promote their activities etc. Paul has designed a logo and will provide a banner for the noticeboard.
- Could include photos of the GPs and Clinical Team Members and Simon on the noticeboard.
- Penny will be updating the noticeboard on behalf of the PPG.
- **Update on the Proposed Social Event** – Team have been meeting and progressing the format of the show – Paul is organising a poster and the cost of the evening has been agreed. Looking at St Andrew’s hall as a venue and likely to be held on last Sat of Jan or Feb 2012.

Feedback from Borderline Commissioning Cluster

- Group discussed request to obtain feedback on Specsavers Audiology service. Simon ran through background and audiology options available to Practice patients – i.e. remain with InHealth or can use Cambs Specsavers service. Group agreed that most effective method would be for patients who had been sent the wrong letter telling them that their service provider would change to Specsavers to be sent a letter advising that this was not the case.

Feedback from the Practice

- No update this month.

Any Other Business

- Next meeting will be **Tuesday 13 September 2011 at 7pm at Jenner Health Centre**