



Jenner Patient Participation Group

Minutes of meeting held 8 January 2014 at Jenner Health Centre

Present:

Gary Stewart (Chairman), Marian Dunham (Treasurer), Dr Adriaan Van Biljon
John Dunham, Kim Jackson, William Old, Annette Glazier, Roger Bean, Pam Philips,
Sheila White, Jayne Gann, Jan Sharman

Apologies received from:

Graham Moores, Pearina Marriott, Dena Old

Gary introduced himself as the new chairman of the PPG and asked those present to accept Jan as secretary. *This was agreed.*

Attendance records. It was agreed that apologies for absence from meetings must be genuine and would only be recorded if actually received.

Gary suggested that the draft Terms of Reference (TOR) previously circulated should be accepted. He pointed out that this should be a working document subject to alteration when appropriate. *This was agreed.*

He also added that an established TOR was required by the Building Society to set up an account for the PPG together with 4 signatures from officers of the organisation. It *was agreed* that these would be Gary (chairman), Marian (treasurer), Jan (secretary) and Annette (member). Gary and Marian will carry this forward.

Minutes of meetings have previously been published on the Practice website by Simon who has now left the Practice. Although this could still be done by Andrew, it is hoped that an independent website could be set up and linked to the practice website. This would enable input from the group without the necessity of assistance from Practice staff. It *was agreed* that Gary will discuss this with David Bailey who it is hoped, could help set up the website.

The LCG has been looking at GP websites to see what information is available to patients on those sites. Jenner HC scored 6/10 for information provided. PPG information was not good and in some aspects, was out of date. It is hoped that the new website would address that.

Minutes of the last meeting *were accepted* as accurate.

Matters of Interest and/or Concern

GP carers' prescriptions were discussed. These are one-off 'prescriptions' that offer support for carers to have a break from their charges as appropriate. These can be



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given by certain healthcare professionals such as doctors, district nurses, social workers etc. to cares under pressure. Leaflets are available at reception.

One member thought that the Practice website was difficult to use for the purpose of requesting medication. The access number was too long to remember and was not usually carried by the individual. This was not necessarily the experience of the others but it was pointed out that the control of the website was by a private company and could not be changed by Practice staff.

Problems are occurring information regarding patients' hospital visits are not reaching the Practice until a month or so after the visit. Patients report that they can receive an email the next day with the information but it is sent in hard copy to the GP but not for a considerable time later. This can cause a subsequent delay because the letter then has to be scanned into the patient's records. Since there is no link between the hospital and the GP Practice, it is unlikely the situation will change.

A member showed the group a form she had been sent by SERCO which was to replace her medical registration card. She asked if anyone else had received such a form but nobody, including Adriaan, knew anything about it.

Gary will attend the Patient Forum Meeting next week. It was thought that it would be useful to hold another meeting on 12 February to finalise arrangements for the *Just Another Show 2014* due to be held on 22 February and the *Golden Age Event* at Coates on 6 March.

Just Another Show 2014

Annette reported that:

- Posters for the show had been circulated and displayed.
- The programme for the evening has largely been arranged with a variety of singers and performers etc. The final version would not be decided until nearer the night.
- Adriaan confirmed that programmes can be printed at the HC but should be done after 6pm when the routine work of the Practice was over.
- Draw tickets were thought to be in Simon's office which she would retrieve.
- Some of the prizes such as plants/flowers etc. would need to be collected on the Friday before the show. Gary will do this.
- Around 27 prizes have so far been donated.
- Adriaan agreed that prizes can be stored at the HC.
- Volunteers to man the door on the night will be Gary, John and Bill.
- Gary and Dave will do the draw.
- Programme sellers will be Annette and Marian
- The set up arrangements for the night will be sorted out at the next meeting.
- Name badges are required for those helping. Gary and Jan do not have one.



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- Gary stated that the show must run to time and that if it was running late then some material should be cut but not any of the acts e.g. some of the songs. The show should not be allowed to meander on as happened last year! It was thought that as no big band was involved this year, there would not be any delay through setting up etc.
- Adriaan confirmed doctors would be present to give vote of thanks.

Golden Age Event

Is due to take place in Coates Saturday 6 March from 10 am to 1 pm and is organised by Fenland District Council. It was thought that this would be a good opportunity to show what the PPG was all about. Gary will contact FDC to find out the details. It was thought that the purchase of display boards would be a good idea to avoid having to borrow them from other sources.

News from the Practice.

Adriaan reported that Simon Stitson had left the practice to go to St Mary's at Stamford, having given the required 1 month notice and taken the 2 weeks leave he was owed. This has left a considerable gap in the staffing of the Practice which has had to be filled by Andrew and Adriaan in order for the Practice to meet its obligations. Although a new Practice Manager has been appointed, Bruce Bonner previously employed at Rutland Water Yachting Centre, he has had to give 3 months notice to his employers and will not be joining the Practice until March. Dr Lawal who has been working as a locum at the practice has been appointed as the salaried GP. It is hoped that Dr Brown will increase the time he spends at Jenner. Sarah Robinette is training in reception and another advert is due to go out for another receptionist.

AOB

NHS England's Care Data

There was considerable discussion around the subject of the proposed Care Data Scheme and the concerns that the Practice will struggle to cope with the numbers of patients requesting the Opt Out of those who do not agree with their record being captured.

Thanks to Jayne who provided Gary with some leaflets on the subject to be read later.

Grateful thanks to Annette for providing refreshments

Date and time of next meeting, 7 pm 12 February 2014 at Jenner Health Centre.