

Jenner Health Centre

Patient Participation Group

Meeting Date: Tuesday 13 September 2011 @ 19:00pm

Attendees:

- Karen Burrill - Chair
- Dr Anil Nair
- Simon Stitson (Practice Manager)
- Cindy Poli
- Penny Fisher
- Sheila White
- Annette Glazier
- Paul Phillips
- John Dunham
- Marian Dunham
- William Old
- Sue Carter
- Dee Laws

Apologies:

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

Minutes:

- Karen Burrill opened the meeting as Chair of the PPG and thanked all for attending.
- Group welcomed Dr Nair and Sue Carter who were attending their first meetings.
- Group reviewed the minutes from the last meeting and accepted them as correct.

- **Update on the Whittlesey Festival** – Karen updated the Group on last Sunday's Whittlesey Festival. PPG had a stand in St Mary's Churchyard and promoted the Group, Talent Night and encouraged patients to complete the Survey.

- Over 160 surveys were completed on the day and turn out at the event was good, boosted by better than expected weather. Pat, Bill, Pam, Paul and Simon helped to cover the stand and complete surveys.
- Simon thanked both Karen and Annette on behalf of the Practice and the PPG for all their efforts. Both worked very hard to set up the stand and distribute the surveys. Thanks also to Annette for the loan of the gazebo, Paul for the table and to Pam for very kindly funding the juice and lemonade for the punch.
- Dee fed back from an earlier Borderline PPG meeting where the format and distribution of the Patient Survey was discussed. Simon outlined some of the PCT requirements for the survey and plans that had been agreed to try and replicate survey numbers and distribution methods amongst the 10 Borderline Practices. Jenner PPG had a very strong involvement in devising the Patient Survey and Simon further tweaked the shared survey to make it more Practice specific while also enabling 90% of the shared content to still be used for benchmarking purposes across the cluster.
- Karen fed back that some of the added patient comments to the survey were negative feedback and Simon confirmed that this would be consistent with previous surveys – all comments will be reviewed and taken on-board. Survey is a good forum for obtaining feedback which will, by its nature, be more likely to be negative than positive. All of the feedback is welcomed and valued.
- **Update on Jenner Flu Clinic** – Simon confirmed annual flu clinic will be held on 8 October 2011 between 09:00am and 12:00noon. No appointment needed, walk-in clinic open to all patients aged 65+ and those under 65 who are in an at risk group. PPG will help to promote within the community. Simon is promoting via the ET, Practice Website and within the Practice.
- PPG will attend the Flu Clinic to continue distributing surveys and to promote the Group. All volunteers are welcome.
- **Update on Coffee Morning** – Karen presented the idea of hosting a coffee morning as the next PPG event – important to maintain momentum after the Whittlesey Show and will sit between the Flu Clinic and the Talent Show in early 2012. Venues and dates were discussed and debated. Agreed on Tuesday 18 October 2011 between 10:00am and 12:00noon at St Andrews Church Hall.
- Paul will design and produce a flyer for the coffee morning.
- Volunteers needed to provide the cakes and to help out with the tea and coffee on the day. Volunteers to approach Karen. Dee can contact some cake bakers to provide cakes for the event.
- Simon and Cindy will also attend and help out on the day.
- **Update on the PPG Notice board** – Penny is looking after the PPG noticeboard. Has been updated with information about the EMG machine and the fundraising plans of the Group.

- Simon is hoping to get the Practice Survey onto the Practice website in due course – or a link to an on-line version for completion.
- **Update on the Talent Show** – Talent Show will take place at St Andrews Church Hall on Saturday 25.02.2012. Evening will be divided into 10 minute slots. Paul has produced a poster and flyer which explains about auditions for the event. Auditions will be pre-booked and held in the evening in October (dates TBC) at Jenner.
- A bar has been arranged for the night. A raffle will also be provided to assist with fund-raising. Dee will help to distribute tickets for sale via the shops and Conservative Club. Dee will also contact the local papers to help promote.
- Karen, Annette, Paul and Cindy have volunteered to audition applicants.
- The PPG will need to sell tickets as opposed to the Practice. Group were asked to think about how and when to sell the tickets before the next meeting.

Feedback from the Practice

- No update this month.

Any Other Business

- Simon will provide the PPG members with a tour around the Practice at the start of the next meeting.
- Karen has made name badges for all of the PPG members including the JPPG logo.
- Group discussed providing a library in the PPG room. Simon explained that this is a clinical room and needs to maintain this function. Practice also uses on-line resources when providing info for patients as these are kept more up to date. PC in PPG room has internet access and can print and access these resources.
- Karen suggested a Christmas Lunch for the PPG – Dee will collate some menus and prices.
- Simon suggested PPG could target Baby Clinic and Baby Vaccinations for Patient Survey completion.
- Dee attended a presentation on the Specsavers Audiology service – Simon will obtain the presentation and distribute.
- Next meeting will be **Tuesday 11 October 2011 at 7pm at Jenner Health Centre**