

Jenner Health Centre

Patient Participation Group

Meeting Date: Tuesday 10 July 2012 @ 19:00pm

Attendees:

- Karen Burrill – Chair
- Simon Stitson (Practice Manager)
- William Old
- John Dunham
- Marian Dunham
- Cheryl Jakes
- Tony Gardner

Apologies:

- Dr Andrew Anderson
- Dr Adriaan van Biljon
- Dr Anil Nair
- Dr Gillie Evans
- Jackie Brisbane (NHS Cambridgeshire)
- Trudy Lapinskis
- Penny Fisher
- Dena Old
- Pamela Potts
- Linda Arbon
- Sheila Burrill
- Cindy Poli
- Nicky Spriggs
- Bryonie Smith
- Graham Moores
- Annette Glazier
- Sheila White
- Pearina Marriott
- Dee Laws
- Sue Carter
- Paul Phillips

Minutes:

- Karen Burrill opened the meeting and thanked all for attending.
- Karen welcomed Tony Gardner to the meeting – Tony and Jenny are joining the PPG and Jenny has kindly offered to knit baby clothes, blankets and other items for the PPG to sell and raise funds. Tony showed some of the items that Jenny is able to produce as Jenny was not able to attend the meeting herself. Jenny is very happy to donate the knitted items but would just need help from the PPG in collecting any unwanted wool or buttons from patients. Simon has emailed the Practice team for donations and Karen will place a donations box in the

waiting room. Everybody thanked Jenny for her generosity and welcome both Tony and Jenny to the Group.

Update on the Children's Disco

- Karen and Cheryl ran through the arrangements for the Children's Disco.
- The event takes place on Tues 31.07.2012 at St Andrews Hall between 1pm and 3pm. Entry cost is £2.00 per child including refreshments for children aged between 2 and 8. The parents will stay with the children at the event and will be able to mingle and purchase teas and coffees and homemade cakes etc.
- 40 tickets will be available for the event which will be entry by ticket only.
- Event is being promoted by poster and word of mouth and Cheryl will also look at placing flyers in the primary school book bags.
- As this is the first children's event run by the PPG, will look at take up and then consider future events. Team will collate contact details from those who attend for future events.
- Everything is organised for the event – just need some donated cakes and any raffle prizes.

Fundraising and Projects for the PPG

- Simon provided a progress update on the ideas and projects discussed at the last meeting.
- Work is on-going with development of the new blood pressure monitoring service with a view to launching during the autumn.
- Letters have been issued to all local residents regarding use of the Practice car park. Marian very kindly delivered the letters on behalf of the Practice and the early signs are that this has had a big impact and resident parking has reduced. Any resident cars parked in the car park are now ticketed and parking is monitored on an on-going basis.
- Karen is working on a plan for redeveloping the grounds to the front of the Practice and is liaising with the local garden centres about plant and bench donations. Whittlesey street pride has donated two barrels which will be installed as part of the plans.
- Karen updated that she has spoken with Emma (Community Worker) at John Lewis Peterborough regarding the donation of a laptop to the Practice and will continue to follow this up.
- Dee has spoken with the local council regarding the installation of new signage directing the public to the Practice and improvements to existing signage and work is on-going on this.
- Karen and Steve have measured up for the kitchen refurbishment at the Practice and are working with local companies for donations to complete the project over the summer.
- There were no volunteers to take over the role of PPG secretary.

News from the Practice

- Simon updated the Group on progress with the two main projects that are currently underway.

- The first area focuses on telephone support and in particular ease of getting through on the telephone and waiting times. The telephone role in the Practice will be changing – at the moment the team try to resolve as many queries with the patient when they contact us as possible. Early progress is positive with reduced waiting times on audit.
- The Practice will also be changing the way the Duty Doctor works to improve access. This work follows an internal review at the Practice and a Borderline LCG event on patient access. The Duty Doctor will now work more closely with our triage nurse to triage and treat all same day requests. This is planned to start from the start from Monday 6 August 2012.
- Simon reminded all that the Practice Facebook page is now up and running and a link has been set up from the Practice website. The Facebook page needs to be “Liked” by patients – once this has been done all updates will appear in their news feeds. The page will be a good way to spread news, information and advise and to promote the activities and success of the patient group.

Other Items

- Cheryl asked about promoting the PPG within Whittlesey town centre and the Group queried whether a street vending licence or equivalent would be needed. Simon will email Dee for advice.
- Group asked whether stand has been booked for Whittlesey Festival – Simon will look into this and whether we could have a banner made up.
- Group discussed the patient survey for 2012/13 and Simon provided an update. Aim is to tailor the 2011/12 survey so that, for the most part, comparable data can be captured to track progress etc. Will be asking the PPG for a couple of questions that they would like to add to the survey and the request will also go out via email and the Practice Facebook page.
- The next coffee morning is confirmed for Tuesday 25 September 2012 at St Andrew’s Hall. Simon will e-mail a request for cake donations for the event and Karen will contact Citizens Advice about attending.
- Cheryl discussed plans about hosting a Christmas Fayre at the Manor Leisure Centre on Friday 9 November 2012 and will work on organising this.
- Cheryl is also keen to organise an afternoon tea dance and to co-promote the event with the local group on a Thursday afternoon towards the end of November/early December

Any Other Business

- Karen updated the Group on a Motown event being run by Nikky Spriggs and Neil Randall at the Ivy Leaf on 24 August 2012. Nikky and Neil are organising and running the event and have very generously offered to donate and double the proceeds to the PPG. The Group thanked Neil and Nikky for their generosity and Karen will feed this back.
- Group discussed the date of the next meeting and noted that many of the Group would be away on holiday. The Group agreed to cancel the meeting planned for August.

- Next meeting will be **Tuesday 11 September 2012 at 7pm at Jenner Health Centre.**