

Jenner Health Centre

Patient Participation Group

Meeting Date: Tuesday 11 September 2012 @ 19:00pm

Attendees:

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

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
- Sheila White
- Pearina Marriott
- Dee Laws
- Sue Carter
- Tony Gardner

Minutes:

- Karen Burrill opened the meeting and thanked all for attending.
- Karen updated the Group on the successful Motown night organised by Nikki Spriggs and Neil Randall. The event fundraised for the PPG fund and was well attended. Karen and all of the PPG members thanked Nikki and Neil for their generosity and for all the time spent organising and delivering the event.

Update on Actions from last meeting

- Karen updated the Group on progress with many of the projects discussed at the last meeting. Barrels have been donated for the new front garden and a plan agreed in principal – still looking at donated plants but hopefully these will still be available from the local garden centre. Initially, had hoped to complete the work in August but the team were not available so will look at an alternate date in the future.
- Karen had spoken with John Lewis regarding donation of a laptop but they are not able to help us at the moment – will apply again in the future. Likewise Van Hague Garden Centre regarding donation of bench – again they are unable to help at the moment but we can apply again in the future.
- Karen has secured units and worktops for the planned kitchen refit and the will look to schedule the work in the future.
- Simon updated about the counselling room and has secured donated pictures and wall paper – just need to look at carpeting and furniture. Keshco fund may still be able to help us with this project. Cheryl has a contact who will be able to help with the decorating and will arrange for them to contact Simon.
- Karen updated the Group on the time commitment involved in running so many projects – plus on-going events such as the Talent Night, Coffee Mornings and Whittlesey Festival. The Festival stand was cancelled as more volunteers would have been needed to help on the day. The Group discussed and offered their support to Karen in her role of Chair and thanked her for all her hard work and commitment. Key tasks and responsibilities for several projects were delegated within the Group to help free up Karen's time.
- Group also discussed the Tuesday morning drop in session, noting that patient take up had been low. Simon advised very happy for them to keep the room and to use for their own meetings/planning etc and that patient enquiries to the PPG can be directed via Reception.

Update on the Halloween Children's Disco

- Karen and Cheryl fed back on the first PPG Family Disco which ran during the August school holidays. The event sold out in two weeks and more tickets could have been sold. The event was very successful and Cheryl has been asked to run another event.
- Parents also stayed and the PPG sold tea/coffee and cakes etc and raised £41.00.
- The next event will take place on Tuesday 30 October 2012 at St Andrew's Hall between 15:00pm and 17:00pm. Potential for 60 ticket sales – 30 tickets have been sold already. Halloween theme – so donations of toilet roll much appreciated for dressing up as a Mummy! All donations of cup cakes etc also very much appreciated. Tickets are £2.50.

"Just a Show" 2013

- Group then discussed plans for the second talent night to be held in February 2013. The 2012 event was held at St Andrew's Hall and was a great successful – at the time it was felt that the 2013 event could be bigger and a tentative booking with the Ivy Leaf Club was made.

Group discussed the pros and cons of each venue and Graham volunteered to lead this project, working with Annette, Paul and Dave.

- Graham will meet with the Ivy Leaf to discuss venue hire costs and will meet with Annette, Paul and Dave to discuss an action plan.
- Will need to agree a fundraising target in advance of the event so that this can be promoted as part of ticket sales and with additional fundraising on the night.

Coffee Mornings

- Group discussed current plans for the next Coffee Morning on 19 October 2012 and reflected on challenges in finding a clear date that does not clash with other events and pricing and promotion. A decision was taken to cancel the Coffee Morning on 19 October 2012 – this had not yet been promoted – and to restart the Coffee Morning programme in the New Year.
- Cheryl very kindly offered to take over running and organising the Coffee Mornings and the Group agreed and thanked Cheryl for all her hard work and support.

Open Evening – Tuesday 13.11.2012

- The Group then discussed raising the profile of the PPG and inviting new members to join the Group.
- Annette proposed an Open Evening to be held in place of the November meeting on Tuesday 13 November 2012 at the Practice. The event would run between 7pm and 9pm and the PPG would promote its work and the projects that it has been involved in.
- The Group agreed that this was a very good idea and notice boards and displays would be put together to promote and explain what the PPG has achieved.
- Annette will lead this project and is speaking with Sainsbury regarding sponsoring catering for the event.
- Event to be promoted within the Practice and Practice GPs and Nurses to attend where possible and to also invite patients who they feel would be interested in the PPG.
- Paul will provide a new sign for the PPG notice board in the waiting room.

News from the Practice

- Group discussed recent changes to the Practice appointment system that are designed to improve access for patients with acute medical needs. The Duty Doctor no triages all on-the-day demand providing telephone advice or seeing patients face-to-face. Prescriptions can be issued by telephone where appropriate. New service means that more patients can be supported, compared to traditional face-to-face surgery. Duty Doctor rotates between all of the GPs and is support by Nurse Sheralyn Boekee.
- Bill asked about the recent extension of planning permission to redevelop Aliwal Manor residential home. Simon confirmed that the Practices were aware and updated on the plans and the logistical challenges presented by the redevelopment. The Practice contributed

to the planning process and to the extension to ensure that its thoughts had been captured.

Any Other Business

- No other items were raised.
- Next meeting will be **Tuesday 9 October 2012 at 7pm at Jenner Health Centre.**