

The Jenner Practice – Patients’ Participation Group (PPG)

Minutes of the Meeting held on Wednesday 2 March 2016

In the Chair: Peter Clarke

Attendees: Peter Clark, Philip Watson, Pat Vickers, John Warner, Neil Sherringham, Julie Dennison and Andrew Warsop.

1. **Apologies for Absence:** Barbara Rickwood, Barbara Britton, Maria Gingell, Jeanette Garforth, Jennie Williams, Dawn Leonida and Gurhakash Garcha.
2. **Minutes of the PPG meeting on 6 January 2016** – with minor amendments, these were approved and it was agreed that the Summary Minutes could be placed on the surgery’s notice board and on the Jenner web site. It was agreed that when the PPG approved the minutes that their summary could be published.

**Action: Practice Manager to arrange with PW to forward the summary minutes**

3. **Matters arising not covered by this Agenda.** The PPG considered the matter of the Practice’s ‘Safeguarding Policy’ with respect to children and vulnerable persons, which had been raised previously at a PPG meeting. It was agreed that the Practice Manager would review the situation and consider putting up the appropriate notice. The PPG were assured that all members of the Practice’s staff were trained in respect of the surgery’s safeguarding policy.

**Action: Practice Manager to consider in conjunction with the Practice staff and report back to the PPG**

4. **Terms of Reference for the Jenner Practice PPG.** The draft of terms of reference was considered by the PPG. These were amended in line with the current operation of the PPG and then approved for placing on the surgery’s notice board and the Jenner web site.

**Action: Practice Manager to arrange with PW to forward the amended terms of reference and to members of the PPG**

5. **‘Ground Rules’ for PPG members** – the draft of the ground rules for members of the Jenner PPG were considered and duly amended.

**Action: PW to circulate the Ground Rules to members of the PPG**

6. **EMIS and on-line services** – A report with respect to EMIS and on-line services was received from the Practice Manager. The early snags have been ironed out and the new EMIS is working well. Unfortunately only about 500 patients have signed up to the Patient Access system, whereas under the previous Vision on-line system (now

disengaged) there were about 3,000 signed up. Although all Email sign-ups had been contacted there had been little take up to the new system. Consequently it is intended to use one of the surgery pods as a computer terminal to permit patients to go on-line. The web site still has a few minor problems with linkages. There was consideration given to the way in which the web site was accessed. It was agreed that the IT manager be invited to the next meeting of PPG to brief the PPG on matters concerning the web site and on-line services. It was hoped that PPG members might be able to assist in the promotion of on-line services.

**Action: Practice Manager to discuss with the IT manager and report back**

7. **Appointments** – A report from the Practice manager on DNA's (Did Not Attend) and this indicated that these had fallen by about 50% over the past year. It was thought that text message reminders of forthcoming appointments were extremely useful.
  
8. **The main actions to be taken by the PPG in 2016:**
  - 8.1 Carrying out a patients' survey – postpone until EMIS has settled down and consider doing it later in the year.
  - 8.2 Assist the practice in promoting on line services – the Jenner PPG to assist.
  - 8.3 Disability access problem areas, of which the landlords are now aware, need to be urgently progressed. The landlords seem in retard on this matter and need reminding of their responsibility in this matter.
  - 8.4 The usage of disabled bays is still causing problems. However, the car park is not responsibility of or under the control of the surgery.
  - 8.5 Arrange self-help groups for common ailments. ***This matter is to be considered by the practice staff as the best way to proceed and trial in one particular area.***
  - 8.6 Assist the practice in the promotion of other matters – to be considered at the next meeting of the PPG.
  - 8.7 Recruit members of the PPG – it was suggested that an Email be sent to all the surgery's list to encourage more patients to join the PPG.

The date of the next meeting of the PPG is scheduled for 4 May 2016.

The meeting closed at 8.00pm.