

Minutes of the Glenlyn Medical Centre PPG meeting

Tuesday 28th March 2017

At Giggs Hill Surgery

Present: Marion Todd, Catherine Hazell, Wendy Wilson, Paul Thompson, Tony Crump, Rosie Hodgkinson, Sue Dennis, Phil Plunkett, Cynthia Vickers, Audrey Vail, Richard Vail, Heather Leport, Karen Young, Chris Pinnock, Tony Jefferies, Michael Garms, Heather Chatwin, David Roskams

Apologies: Derek Gage, Gary Clayton.

1. The minutes of the meeting held on the 28th February were reviewed and were agreed
2. Terms of Reference(ToR) and constitution

DR had circulated draft terms of reference and constitution prior to the meeting. It was noted that not all members had received these due to errors in email address / email details not available which needed to be addressed.

The following changes were agreed at the meeting :

- Quorum- to be revised to 3 members
- Committee membership- minimum of 5 members (including 2/3 officers) was agreed

Members were agreed as follows:

Catherine Hazel - Molesey

Michael Garms – Thames Ditton

Rosie Hodgkinson – Thames Ditton

- The equalities statement required updating to reflect the most recent definition

Given that some members had not received the documents it was agreed that further changes would be made if required. Any further revisions would need be sent to Heather Chatwin by 13th April. Final revisions would be made by the 18th April and circulated to members. No further revisions would be made

3. The Election of Officers

A vote was taken by the group to elect a Secretary and Chair. They would hold office for 12 months.

Heather Leport was elected as Chair and Karen Young Secretary. There was currently no requirement for a Treasurer. This office would be elected when and if required

Decisions would need to be ratified at the full members meeting scheduled for 23rd May

4. Actions arising from minutes of previous meeting

a) Feedback on forum/ link to website

Feedback was limited on this item. A number of members had accessed the forum but there was still a need to reinforce how to access for some members this since it was still at an early stage of development

b) Feedback on 3 points of communication for Molesey and Thames Ditton

Members provided feed-back on the research they had undertaken regarding non-email communication routes. This had led to some helpful outcomes in terms of who to approach and the response as follows:

Summary of research into communication options

Route	Status/progress
<p>Molesey</p> <p><i>Catherine and Wendy had researched the following:</i></p> <p>Molesey matters</p> <p>Molesey Conservative news</p> <p>Molesey Residents Association</p> <p>Library</p> <p>Molesey Centre (Mole Hall)</p> <p>Tesco</p> <p>The Limes / Churches / Scouts / Stores / Paragon Housing</p>	<p>Positive – very keen</p> <p>Positive – also keen</p> <p>Positive</p> <p>Positive – will take poster and leaflets</p> <p>Positive – can only take A5 leaflets</p> <p>Need to be approached</p> <p>Awaiting reply</p>
<p>Thames Ditton</p> <p><i>Paul had put together a list for TD :</i></p> <p>Thames Ditton today magazine</p> <p>Residents association website</p> <p>About Thames Ditton (commercial)</p> <p>TD railway station (London bound platform)</p> <p>St Nicholas' church hall</p> <p>Care homes</p> <p>Carer support Elmbridge</p> <p>Thorkhill Pharmacy</p>	<p><i>These people/locations need to be approached – Michael offered to help with this</i></p> <p>Positive – Marian has spoken to Dee who is happy to take PPG leaflets.</p>

Other communication route suggestions

Practice leaflets

Sign positing on web site

Refresh PPG on practice web site

5. Paediatric Clinic Review

It was confirmed that funding for the Paediatric locality clinic would be ending on 31st March. HL was disappointed since patient feedback about the service had been very positive. DR confirmed that the decision was taken by the CCG and that any communication/ patient feedback on this matter would need to be directed to the CCG rather than the Practice.

6. PPG input

a) NHS Choices feedback

Feedback from NHS Choices was shared with members. A discussion took place regarding whether the PPG should assist the Practice with responses. It was felt that the PPG was at too early a stage in its evolution to be involved. It was agreed that a draft response would be shared with the group.

b) Answer machine message

The new Practice answerphone message script (both sites) was reviewed by members

Feedback was as follows:

Change point 2 to say appointments are released at 8am otherwise the script was felt to meet the need

Other points made:

Different voices on messages at each site – could this be consistent

Investigate whether an extra option could be made available to allow patients to cancel appointments

Action Heather Chatwin

7. Any other business

Facebook

It was felt very strongly by attendees that the Facebook page should no longer be associated with the Practice and should not use the Practice's name. It was also agreed that the PPG should have no association with the Facebook group

HL was asked to discuss with Derek Gage, Gary Clayton who had set up the Facebook page and feedback the outcome to members before the next meeting

Posting of PPG meeting dates

A request was made to ensure that the date of the next PPG meeting be posted on our web site well in advance of the next meeting and also posted in the Surgeries

Date of Next Meeting:

23rd May 2017