

# Jenner Health Centre

## Patient Participation Group

**Meeting Date:** Tuesday 12 July 2011 @ 19:00pm

### **Attendees:**

- Karen Burrill - Chair
- Dr Andrew Anderson
- Simon Stitson (Practice Manager)
- Cindy Poli
- Penny Fisher
- Sheila White
- Annette Glazier
- Paul Phillips
- John Dunham
- Marian Dunham
- Margaret Fordham
- Pamela Potts
- Sheila Burrill
- Matt Edwards

### **Apologies:**

- Dr Adriaan van Biljon
- Jackie Brisbane (NHS Cambridgeshire)
- Trudy Lapinskis
- William Old
- Dena Old
- Linda Arbon
- Dee Laws

### **Minutes:**

- Karen Burrill opened the meeting as the new Chair of the PPG
- Update from Linda Arbon that unable to attend the monthly meetings due to prior commitments – although would like to remain on the mailing list and support any activities that take place.
- Group reviewed the minutes from the last meeting and accepted them as correct.
- **Update on the Whittlesey Show** - Proposal had been for PPG to have a table at the show to promote the group and distribute the patient survey – could also share this with NQST PPG. Paul updated that he had not been able to secure any space on the WI table as hoped. Simon will e-mail Dee to see if she has been able to arrange a table.

- **Update on the Patient Survey** - Karen attended a meeting with Annette and Sheila at NQST about the survey. Meeting was hosted by Jackie Brisbane from NHS Cambridgeshire. Group was still finalising some of the questions, it's quite a long survey and covers many areas. The survey has been further revised by the Group with some of the questions removed. Simon will ask Jackie for an updated copy and will then e-mail this around the Group.
- Discussion about whether the Practice would be happy for the survey to go off site. Simon clarified that feedback given in last meeting was that the completion rate was higher when patients filled in the survey before leaving the Practice, but that this did not mean that it couldn't be distributed outside of the Practice. Take-up rate is much higher though if the survey is completed straight away.
- Completed surveys would be returned to the Practice and Jackie Brisbane would then arrange for them to be collected and processed.
- Annette and Karen both volunteered to help distribute the surveys.
- Volume required per practice was suggested at about 10% - this is very high though as would require 830 surveys for Jenner.
- Proposed distribution methods include via the survey, downloadable from the Practice website, on-line via survey monkey and via the Whittlesey Show. PPG can also assist by distributing at the annual flu clinic.
- **Update on the PPG Notice board** – Simon confirmed that this has been ordered, currently out-of-stock but being chased. Had hoped to have on site and installed by today but should arrive within next 7-10 days.
- PPG notice board will be used to promote the Group and what we do and projects etc. Can also display minutes etc. Penny Fisher volunteered to help update and maintain the notice board. Please forward any ideas of information for the board to Penny. Simon will label the notice board for the PPG.
- **Update on the Proposed Social Event** – Karen updated that Annette has been working hard on pulling together a social event for the PPG to promote. Karen handed over to Annette to run through this and welcomed Matt Edwards to the meeting who has kindly offered to support the Group with the event.
- Annette asked the Group what type of event they would like to put on – Group discussed and format was generally a musical variety event. Annette has approached venues and the best option currently would be St Andrews church hall. This is available for £10.00 per hour with free setting up time on the understanding that we clean up afterwards. Annette has made a provisional booking for 15 October 2011. During discussions the Group considered when to hold the event and later concluded that an event in February 2012 would allow more time for planning and promotion. Annette will change the booking to mid February (avoiding Valentines Day!).
- Group discussed the type and format of the event and supported the idea of a talent show. Pam offered to provide a first prize.

- Working party consisting of Annette, Paul, Matt and Cindy was formed to develop the proposal further.

#### **Feedback from Borderline Commissioning Cluster**

- Cluster has been asked to provide feedback on patient experiences with hospital services. Patients will be encouraged to provide feedback on their recent hospital visit or stay and this can be channelled through, and collated by, the PPG.

#### **Feedback from the Practice**

- Simon updated the recruitment for the Reception & Admin Team is now complete and that new Team members are currently being trained and building their experience.
- Dr Andeyaba has now joined the Practice for four-days per week. Dr Andeyaba will also be providing the Duty Doctor service. This appointment has further increased the number of GP appointments per week.

#### **Any Other Business**

- Next meeting will be **Tuesday 9 August 2011 at 7pm at Jenner Health Centre**