

**MINUTES OF SIDNEY HOUSE AND THE LAURELS SURGERIES
PATIENT PARTICIPATION GROUP MEETING**

HELD AT THE LAUREL'S SURGERY, BOREHAM 20 JUNE, 2012 at 7.30pm

PRESENT: Dr S Butcher (Chair), Debbie Greenwood (Practice Manager), Mr Henry Bass (Patient), Mr Ray White (Patient), Ms. Claire French (Patient), Mr Fred Suckling (Patient), Mrs. Angela Boyten (Patient & Manager of Cleaves Court C.H.P), Mrs Charlotte Adams (Patient), Debbie K (Receptionist), Sharon K (Receptionist),

1. APOLOGIES: Dr Butcher thanked everyone for attending the 4th meeting.

Apologies were received from Dr L Brann, Adrian Goodwin, Vivienne Guyatt, Diane S.

2. MINUTES OF LAST MEETING:

Were approved with some amendments:

RW – to change the term ‘Christian name’ to ‘given name’. The use of names of attendees was raised and discussed.

- Patient’s names have been recorded in abbreviated form for confidentiality and Data Protection reasons, particularly as minutes are put in public domain on the website.

The general feeling of the patient members of the group is that people need to know who their patient representatives are.

HB suggested if everyone signs up to a Constitution and a waiver of anonymity then it would be okay to use full names in the recorded minutes (to be discussed further as part of item 4).

Items from last meeting actioned:

- both practices now have dedicated Practice Notice Boards, comments boxes and staff wearing name badges.
- SB- patient survey was well received and actions undertaken. Telephones still a topic of discussion.

Hatfield Peverel (HP) still has some issues with dispensary telephone messages and acceptance of changes implemented. Boreham phones were down for two days following power cut and UPS failure, now resolved. HB reported HP phone has longer than usual wait and loop not working. Are calls stacking up? DG will contact BT as matter of urgency to investigate.

To reduce pressure on telephones an electronic check-in system will be installed at both practices next week. Online booking of appointments is being explored for the not-to-distant future. Initially it will be for booking in to see the doctors, hopefully in the future it can be also used for clinics and other services. Asked if system will be able to take a repeat appointment? SB – yes.

3. WELCOME / INTRODUCTIONS:

Claire French and Angela Boyten were welcomed as new members of the group.

4. ELECTION OF NEW CHAIR AND SECRETARY:

SB said that when the group was first set up he had agreed to act as Chair for three meetings, and Lorraine Clifford as Secretary. Those three meetings have now occurred and so it is time to have an election for these roles. SB thanked Lorraine for her contribution as Secretary but said she is unable to continue in this capacity. HB proposed Dr Butcher continues as Chair. Seconded by RW. Motion carried by all. HB proposed Debbie Greenwood to be Secretary. Seconded by RW Motion carried by all. SB said both roles would be until year end (June meeting 2013)

Constitution discussed. HB offered to start to write one. CF offered to work with him on this. Everyone agreed they wanted full names in minutes (with the exception of staff who prefer given name only). All aware those minutes would be published, including to the website. HB said important to be transparent and that patients in the practice know who the Patient Participation Group representatives are. Motion agreed by all.

5. MID ESSEX COMMISSIONING GROUP PATIENT PARTICIPATION GROUP MEETING:

Chair (SB) gave an overview of the Mid Essex Clinical Commissioning Group (CCG). DG presented a paper about a recent half day Adrian Goodwin and she attended which was arranged by Mid Essex CCG to involve patients and voluntary sector organisations in plans for the coming year, including Mid Essex CCG's priorities.

6. CARE QUALITY COMMISSION (CQC):

SB and DG mentioned the purpose of the CQC which is primarily to ensure quality services for patients and how they ensure these happen, through registration and inspection. DG said it is possible the CQC may in the future want to meet and talk to members of the Patient Participation Group.

7. RECEPTION TOUCH SCREEN CHECK IN:

This is being fitted at both sites next week. A touch screen whereby patients can book in themselves is being installed. It will be very simple i.e. by date of birth. The screens are being sited at an appropriate height for anyone who uses a wheelchair. This will only be an option for those who wish to use in. Staffing levels at both sites remain the same. It is anticipated it will allow receptionists more time to handle telephone calls and handle face to face queries.

8. HATFIELD PEVEREL CAR PARK UPDATE: a ticket is required to be displayed in a car when parking in the Hatfield Square car park; this allows 2 hours free parking. So far not a huge impact on patients, but it is having considerable impact of staff. Wardens are frequently monitoring. A notice has been put on the surgery notice board at the request of a patient, to remind people to get a ticket.

9. ANY OTHER BUSINESS: HB raised St Peter's Maldon / Braintree Hospital. As many patients from the surgeries use the services at St Peters we will continue to monitor any future developments to be discussed at the CCG in future regarding any changes or developments to the St Peters Hospital site and facilities in Maldon, and make representation where appropriate.

10. NEXT MEETING: 04.09.12 at 7.30pm. Venue: The Laurel's Surgery, Boreham.

Apologies were received from RW who will be unable to attend.

Action: DG to invite Dr Brann to give a presentation at next meeting if possible.

Meeting Closed 9pm.