

**RADNOR HOUSE SURGERY & ASCOT MEDICAL CENTRE**

**PATIENT PARTICIPATION GROUP (PPG)**

**Minutes of the meeting held on Tuesday 8<sup>th</sup> January 2019 at AMC:**

**Present:** Stephen Isaia (SI) - Chairman, Richard Jolley (RJ), Dr Edward Williams (DrW), Jo Taylor (JT) – Practice Manager, Pam Lakin (PL), Linda Jolley (LJ), Sheila Sparks (SS) – Secretary, Peter Boyce (PB), Malcolm Brown (MB)

**Apologies:** Rosalind Hansen

		<b>ACTION</b>
1.	The Chairman welcomed Jesal Dhokia, Healthy Ageing Lead for the Royal Borough who gave an introduction to the falls prevention work being carried out at the moment. One aim is to improve awareness of the danger of falls amongst a younger age group, ie over 65s, and to encourage healthier lifestyles. DrW asked about the possibility of a local falls service, even a mobile facility, as people were unwilling or unable to travel to Windsor or Maidenhead. Jesal said she would be pleased to take away this particular point and do what she could to facilitate it. She then left the meeting.	
2.	The minutes of the meeting held on Tuesday 6 <sup>th</sup> November 2018 were agreed and can now be posted on the website, circulated to the virtual PPG members by email and a copy put on the PPG noticeboard at AMC.	JT/SS
3.	<b>MATTERS ARISING:</b>  i) <b>Heatherwood Site Progress Report:</b> The Government had introduced its 10 Year Action Plan yesterday and it was agreed that we were on the way with many of their proposals for primary care services. Plans are going well for the new hospital and surgery, a new team of architects had been employed and a steering group, including DrW and JT, now meets regularly. SI said it was important to be aware of the hurdles still to be crossed.  ii) <b>Telephone system incorporating a queuing system:</b> JT confirmed that the system is now working satisfactorily and this was agreed by RJ who had used it very recently.  iii) <b>DNAs</b> – JT to chase whether it is possible to send out text reminders 24 hours before appointments rather than the current 48.  iv) <b>Digital footprint</b> – JT confirmed that this had now been sorted out.	JT
4.	<b>FFT – Patient Feedback via iPlato:</b> The report for November had been circulated and results were again very satisfactory. It seemed very strange that two patients had indicated they were “Extremely Unlikely” to recommend the surgery to friends and family, yet the two comments in the Not Recommended section had in fact been very positive. DrW	

5.	<p>said he wondered if it was because patients were getting confused between 1 – 5 and 5 – 1 in the scoring.</p> <p><b>PPG Network Meeting – next meeting Tuesday 24<sup>th</sup> January 2019</b> –The agenda for the next meeting, plus other papers, had been circulated to members. SI is due to give a presentation at the meeting entitled “Opportunities to deliver successful PPGs in WAM” together with Mary-Lou Kelleway from Cookham PPG. He will report back in March.</p>	
6.	<p><b>ACTION PLAN FOR 2019:</b> - The Chairman had prepared and circulated a 10 point draft Action Plan for 2019 which been written in response to patient feed- back received during 2018 from the FFT and the National GP Survey. Points 1, 2, 3 and 4 needed no extra explanation. Under point 5 JT explained that 2 x “show &amp; tell” sessions are held each week for admin staff to share experiences. LJ suggested that when complimentary comments are received from patients a chart with stars or similar on it could be kept to enhance the good practices being achieved. Other training sessions are regularly held. Point 6 – DrW &amp; JT confirmed that AMC patients now had access to out-of-hours services at Boundary House in Bracknell. 11 slots in total per week across GP, minor illness and dressing services have been available since 2<sup>nd</sup> January. This is in addition to the services still offered at Windsor &amp; Maidenhead. Point 7 – DrW advised that eConsult is now licenced for paediatrics and the on-line and telephone triage services were proving pro-active in targeting appropriate doctors for patients. Point 9 – It was agreed that with the layout of the reception area and the waiting room it is not always easy for reception staff to see if some patients are waiting excessively long times before being seen by doctors or nurses. However, signs in the waiting room do suggest that patients should inform reception if they have been kept waiting a long time, and it must always be remembered that staff may be dealing with unexpected issues and emergencies.</p> <p>The Action Plan was approved unanimously and JT will amend the typos where necessary and then upload it to the website, put a laminated copy of the noticeboard and circulate to the PPG – SS will then email a copy to the virtual group.</p>	<p>JT SS</p>
7.	<p><b>A.O.B.</b></p> <ul style="list-style-type: none"> <li>i) JT and DrW were very pleased to announce that following a visit on 12<sup>th</sup> December last RHS &amp; AMC was now an approved training practice again. SI passed congratulations to everyone involved. Suggested article for next Newsletter.</li> <li>ii) DrW showed suggestions for the change of name and new logo for the practice. A logo showing a heart with the words “At the heart of the community” seemed very suitable, and</li> </ul>	

	<p>DrW will go ahead to register this with the appropriate authorities.</p> <p>iii) We are now the GP practice for two of the new care homes in the area: Ascot Grange in Sunninghill and Gracewell on the Windsor Road.</p> <p>iv) A main agenda item for the next meeting will be the spring newsletter – everyone was asked to think about possible articles for inclusion and to bring them along in March.</p>	<b>ALL</b>
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The next meeting will be held on **Tuesday 5<sup>th</sup> March 2019 at 6.30pm at AMC.**