

RADNOR HOUSE SURGERY & ASCOT MEDICAL CENTRE

PATIENT PARTICIPATION GROUP (PPG)

Minutes of the meeting held on Tuesday 5th March 2019 at AMC:

Present: Richard Jolley (RJ) Chairman, Dr Edward Williams (DrW), Jo Taylor (JT) – Practice Manager, Pam Lakin (PL), Linda Jolley (LJ) Minute taker, Peter Boyce (PB), Malcolm Brown (MB)

Apologies: Stephen Isaia, Sheila Sparks & Rosalind Hansen (RH)

		ACTION
1.	As Stephen was unwell RJ chaired the meeting.	
2.	MATTERS ARISING: i) Follow up on the visit of Jesel Dhokia Healthy Ageing Lead for the Royal Borough, DrW explained as there is now a team covering Bracknell, Slough, Maidenhead and Windsor, her services are not required at this time. It is suggested that AMC should use Brants Bridge. ii) Heatherwood Site Progress Report: DrW told the meeting that the move will start with Radnor House admin as soon as the building is ready in late 2020 but clinical cannot be moved until 2021 due to construction work. iii) DNAs: JT confirmed that reminder texts have now been reset to 24 hours before appointments rather than the current 48hours.	
3.	FFT – Patient Feedback via iPlato: The February report had some negative comments and some comments that came up as being adverse but has been put in the wrong section, once again there was confusion between 1 – 5 and 5 – 1 in the scoring, but it was considered a good report.	
4.	PPG Network: DrW had sent an email to PPG members regarding the meeting on 27 th March in Slough in respect to the Community Partnership Forum and asked that any PPG members that could attend would be appreciated. The group want us all to work as a network and is looking for an infrastructure. DrW explained we need to look at what the population has and what is needed along with others locally.	ALL
5.	SPRING NEWSLETTER: As RH was not at the meeting it was proposed to defer this agenda item to the next meeting. Some ideas to think about were proposed:	

	<p>i) Surgery name change (see A.O.B.)</p> <p>ii) Returning maternity leave staff</p> <p>iii) Each Doctor's specialist interest</p> <p>iv) Digital drop in day (see A.O.B.)</p> <p>v) Link to E.consult</p> <p>vi) Correct email address, as there has been some confusion with patients</p> <p>vii) If room maybe a crossword or wordsearch</p>	JT DrW/JT DrW/RJ DrW/JT
6.	<p>A.O.B.</p> <p>i) The new practice name has been agreed. There will be an official naming ceremony at the next meeting. Radnor House will be disbursed once the Practice are located to the new premises at which time it is thought Dr Rawlinson's official retirement will be announced.</p> <p>ii) There seems to be a lot of patients who are having problems accessing and/or understanding the new digital e.consult, etc DrW proposed a Saturday Digital drop in surgery at AMC. RJ will contact Barclays in Ascot High Street to see if they will support the event.</p> <p>iii) Unless any urgent matters arise, it is proposed the next meeting will be for just 4 topics:</p> <ul style="list-style-type: none"> • Approval of Minutes & Matters Arising; • Renaming of Radnor House & Ascot Medical Centre; • Spring Newsletter; • The new Heatherwood site – the PPG will visit the new home of AMC 	DrW/RJ DrW/RJ

The next meeting will be held on **Tuesday 9th April 2019 at 6.30pm at AMC.**