

ASCOT MEDICAL CENTRE - PATIENT PARTICIPATION GROUP (PPG)

Minutes of the meeting held on Tuesday 3rd September 2019 at AMC

Present: Stephen Isaia , Chairman (IS), Dr Edward Williams, Senior Partner (DrW), Jo Taylor, Practice Manager (JT), Richard Jolley (RJ), Linda Jolley (LJ), Pam Lakin (PL) Rosalind Hansen (RH), Sheila Sparks, Secretary (SS)

Apologies: Peter Boyce (PB), Malcolm Brown (MB)

		ACTION
1.	The Minutes of the meeting held on Tuesday 23 rd July 2019 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
2.	<p>MATTERS ARISING:</p> <p>i) Heatherwood site: Parking at the new site is being kept under review. It will be important that we have a system for managing spaces for our patients. The next site meeting is scheduled for this coming Friday. It is planned to digitise patient notes to maximise the use of space in the new surgery. If this proved not to be possible a room would have to be set aside for the paper notes. JT had asked for the plans to be changed to give more rooms in the new surgery by decreasing the size of others. Dr W said they were determined to future proof all decisions.</p> <p>ii) Digital Drop-In (ie 2 members of the PPG who will run sessions to provide advice and help to navigate the digital options available to patients at the surgery): After discussion it was agreed that these sessions would not be held in conjunction with the flu clinics. RJ & LJ will let JT have dates when they would be available to offer hands-on group tuition appointments with an information booklet to take away.</p> <p>iii) Network PPG – meeting held on 22nd August 2019. SI advised that with the implementation of Local Networks the members of the WAM Network PPG were experiencing confusion and wondering whether PPGs would be better aligned with the new GP networks in the various areas rather than with the original CCGs. In this regard he advised that he and SS are due to attend a meeting in November with the PPGs of Magnolia House and Kings Corner surgeries. Healthwatch had given an interesting talk to the meeting, and a representative from “WAM Get Involved – Service for the voluntary sector in WAM” had also spoken. DrW then showed a link on the</p>	RJ/LJ

	<p>surgery website to local support services for patients. A PPG Top Tips Guide had been prepared to assist surgeries set-up a PPG if they don't already have one. This had been done with a lot of input from both SI & DrW. This year's CCG AGM will be held on 17th September 2.00-4.00 pm and places can be booked on-line.</p> <p>3. Patient Feedback via iPlato: The July 2019 results had been circulated with the agenda. The PPG were very pleased with these results. The pharmacist appointments are going well and medication reviews with him are being well received. DrW advised that Dr John has joined the surgery. He explained that she is a fully qualified doctor who is spending part of her second foundation year (FY2) specialising in GP training overseen by himself and DrJavaid.</p> <p>4. Action Plan: 2019 Action Plan – quarterly review: After discussion it was agreed to update point 6, but to leave point 9 as it is for the time being. SI will make the appropriate amendments. Review again at November/December meeting when patient feedback from the National GP Survey could be taken into account. PL & LJ were interested to know what happened if a patient failed to turn up for an appointment leaving a doctor with a space if that doctor might help out a colleague by seeing one of their patients. JT assured the meeting that reception staff always keep a close eye on such events to keep waiting times for patients to a minimum whenever possible.</p> <p>5. AOB:</p> <p>RH advised that she had received a phone call from someone purporting to come from AMC asking if she would like to advertise in the next edition of the surgery newsletter! She had asked numerous questions and requested information to be emailed to her. She had subsequently heard nothing. RH will be preparing the next surgery newsletter when dates for flu clinics have been finalised.</p> <p>There was no other business and the meeting closed at 8.00 pm.</p>	<p>SI</p>
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Date and time of next meeting: **Tuesday 12th November 2019 at 6.30 pm**