

ASCOT MEDICAL CENTRE - PATIENT PARTICIPATION GROUP (PPG)

Minutes of the meeting held on Tuesday 14th January 2020 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), Peter Boyce (PB), Sheila Sparks, Secretary (SS)

Apologies: Malcolm Brown

		ACTION
1.	The Minutes of the meeting held on Tuesday 12 th November 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 – progress report: Kier are on schedule for the new build. The refurbishment of the new AMC site is due to start on 27th January 2020 and building time is approx. 24 weeks. JT & RJ reported that there had been an incident with Kier regarding the car park at AMC. Kier had planned to take away the ten spaces on the road side as part of the on-going building works. After a meeting between JT/RJ and representatives of Kier a satisfactory conclusion had been reached. In future AMC staff will park on the old Red Cross site and will be given special access via the Bagshot Road entry this will leave extra spaces at AMC even allowing for Kier closing off the spaces next to the road. Extra monitoring will take place to ensure that only AMC patients are using these spaces and parking tickets will be issued when it is found that other cars are using the spaces. Extra notices will be put in Reception to remind patients that AMC parking labels must be shown in cars to avoid any misunderstanding with parking staff. Kier will also be providing extra signage. JT said that a WhatsApp group had now been set up providing closer liaison between AMC and Kier staff. RJ confirmed that Keir staff had been very co-operative in this matter. SI thanked RJ and JT for dealing with the incident.</p> <p>ii) Group Consultations – JT confirmed that all the changes in communications discussed at the last PPG meeting had been implemented.</p> <p>iii) Newsletter – It was agreed that a newsletter should be prepared and circulated a.s.a.p. This would include items on Group Consultations (DrW circulated a piece that SI had written following the last PPG), eConsult – how to find the link on the website, staff changes due to maternity leave and days doctors are holding surgeries, opening times. JT said she would mention this at the weekly staff to meeting to see if there were any other items of interest to be included.</p>	

3.	<p>Patient Feedback – iPlato reports for November and December 2019 had been circulated. These both showed scores of 100%. SI said everyone involved was to be congratulated and thanked for their efforts on behalf of the patients of AMC.</p>	
4.	<p>NHS Overview on AMC – As requested all members had logged onto the NHS website and completed the on-line survey which had resulted in a good rating. DrW explained that there is a problem with the “digital footprint” in that AMC & Radnor House had three separate pages on the website and despite numerous attempts to remedy this over the past 5 years, to date, the NHS had been unable to fix it.</p>	
5.	<p>Healthwatch Visit – JT advised that, to date, no feedback had been received from Sharon Bowden who had conducted the visit and had only been able to find minor faults while at the surgery.</p> <p>Healthwatch Survey – RJ and LJ had had problems trying to complete the survey from the same IPS address, this had been resolved by the use of separate computers.</p>	
6.	<p>Ascot Primary Care Network Patients Meeting held on 20.11.2019: (DrW reprised the history of the Ascot Primary Care Network and explained how it is affecting AMC at the present time.)</p> <p>SI and SS had attended the meeting held in Lynwood along with representatives of Magnolia House, King’s Corner and Green Meadows. Dr Prash Patel from Magnolia House had spoken at length about the Ascot Primary Care Network and the time remaining had been spent dealing with day-to-day items relating to the other three practices present. SI and SS had been under the impression that this would have been an over-view meeting on how the four practices could work together rather than a regular PPG meeting. We do not have a date for a follow-up meeting at the present time.</p>	
7.	<p>AOB: JT and SI reported on their meeting with Barbara Gallagher, the newly appointed WAM lay member for patient and public involvement. The next WAM Network Meeting is scheduled of Thursday 16th January, minutes will be circulated when available and SI will report to the next PPG meeting.</p>	

DATE & TIME OF NEXT MEETING: TBA