

ASCOT MEDICAL CENTRE

PATIENT PARTICIPATION GROUP (PPG)

Minutes of the meeting held on Tuesday 9th April 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), Rosalind Hansen (RH) Peter Boyce (PB), Malcolm Brown (MB), Sheila Sparks, Secretary (SS)

Apologies: Pam Lakin (PL)

		ACTION
1.	The Minutes of the meeting held on Tuesday 5 th March 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.	MATTERS ARISING: i) Heatherwood Site Progress Report: DrW advised that the Steering Group looking at the new premises now meet every Friday and he was happy that discussions with the possible co-locating surgery were progressing. This led on to a report from SI regarding the Community Partnership Forum meeting held in Slough on 27 th March. AMC had been well represented by SI, LJ and RJ out of a total audience of around 30. SI talked through the 10 year plan presentation given by the chief medical officer for East Berkshire Clinical Commissioning Group(CCG) and expressed his concern about the future and being one of a group network of 30,000-50,000 patients. DrW went on to explain about the NHS 10 Year Plan, the new 5 year contracts, the creation of networks and his view on the benefits of remaining in the WAM CCG versus the Bracknell & Ascot CCG but accessing the services of both. For instance, AMC had been in the vanguard of Social Prescribing and other surgeries in the area were now benefitting from what we were able to pass on about this service. This would, hopefully, be a reciprocal arrangement between the 3 localities in the CCG. In summary, local authority funding for social care and other primary care activities funded by GP networks such as out-of-hours services and other changes will all need careful scrutiny. For the moment, however, we can only wait and see what happens and the PPG will follow DrW's lead and support him in the way forward. SI reported that he and SS had attended an informal meeting with Sally Johnstone, Secretary of the Magnolia House Forum who work closely with the PG (PPG) at King's Corner. She had suggested the meeting to discuss areas of shared interest and the possible benefit from closer ties. No follow-up is scheduled at the present time, but we have	

	<p>confirmed that we are very happy to continue advertising their “Your Health Matters” information events.</p> <p>ii) FFT – Patient Feedback via iPlato: The figures for March had been circulated. SI asked JT to ensure that all the good comments were fed back to the staff. JT advised that, in future, when a doctor requests a patient to arrange a follow-up appointment they will give the patient a colour coded card to take to Reception where such an appointment can be made. This will ensure that the Receptionist is aware that the appointment has been requested by the GP and should, hopefully, make for a more efficient system.</p> <p>iii) Spring Newsletter: It was agreed that the headline for this newsletter should be the surgery name change, the new logo and information about where we will be moving to and the services that will be offered in the new premises. Patience will be asked for any disruption caused if access to the current site is difficult during construction and/or demolition work. JT will email RH with details of current GPs, their surgery times and their specialities to help patients choose who they wish to see. Other items may include bite-size pieces of information received from WAM and Healthmakers and the link to eConsult. If necessary JT & RH will meet again to discuss further before publication.</p> <p>iv) Digital drop-in: RJ had spoken to Barclays Bank but they had not been aware of any IT support being offered. DRW said he thought it had been entitled the “Eagles Programme” and RJ will try again.</p> <p>v) Visit to the new Heatherwood site: It was not possible to visit the new home of AMC outside of working hours so JT was asked to look into the possibility of arranging a visit for the PPG during the working day. Following the meeting JT advised that with two short working weeks over Easter and staff on annual leave she would endeavour to arrange such a visit towards the end of the month.</p>	<p>JT</p> <p>JT</p> <p>JT/RH</p> <p>JT</p>
3.	<p>Network PPG: SI had attended the meeting held on 28th March and the minutes and other paperwork had been circulated prior to this meeting. He advised that the WAM Lay Member had still not been appointed and applications are open until 8th May. Dr Hayter had stepped down as WAM Locality Lead and Dr Huw Thomas, partner at Claremont & Holyport had now been appointed. SI and Mary Lou Kellaway from Cookham are to visit Claremont to talk about and encourage the formation of their PPG. Currently 9 out of a possible 17 practices have fully functioning PPGs. Dr Edward Harrison, GP Partner of South Meadow & Dedworth, provided an update to the group on Primary Care Networks. The meeting was also advised of changes in the way CQC will operate in future it was suggested they would adopt a more supportive and coaching approach for practices. The next PPG Network meeting will be held on 6th June 2019.</p>	

4.	AOB: i) RJ queried car parking at the new premises. DrW advised that 40 spaces have been allocated at the moment, but it is likely that more will be needed.	
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The next meeting will be held on **Tuesday 4th June 2019 at 6.30pm at AMC.**