

WATERHOUSES MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP

Minutes of the PPG Meeting held on Wednesday, 25th September 2013

1) Welcome and Introductions: .

PPG Members – Mrs AH, Mrs BJ, Mrs SN, Mr WR and Mr MR
Practice Staff - Kate Robotham (Practice Manager) and
Michelle Wilton (PPG Secretary)

2) Apologies: Mrs JB and Mr IW

3) Minutes of the last Meeting: Michelle went through the minutes and it was agreed that these were a true record of the last meeting.

4) Matters Arising:

a) Update on Succession Planning – Kate confirmed things had moved on somewhat since the last meeting. Dr Usha Tiguti is due to start on Tuesday, 1st October working alongside Dr Kate Chadwick at the beginning of each week and then in mid-December when Dr Sunil Angris retires, will take over as Lead GP.

b) Kate said that she was sorry to report that Dr Chadwick is leaving us due to increasing family commitments and has given notice to finish at the end of November. We will be very sorry to lose her. However, we are pleased to announce that a replacement has already been decided as Dr Jane Ferguson who will start at the beginning of January 2014. Dr Ferguson worked here previously and is delighted to be returning now that she has moved into the area. Mrs BJ asked if there was any change to the amount of appointments/surgeries? Kate replied that no, not at all and perhaps even more appointments would be available; we were within the NHS England remit of what we need to be providing. Kate said that Dr Angris would be leaving in mid-December after taking some owed annual leave. She added that Sunil had been at the Practice for 22 years and that he would be greatly missed. There is going to be a book displayed at Reception for patients to record any messages for Sunil as a parting gift and wanted to put the word around through members of the PPG in order to get a good response.

Surgeries from now up to January 2014 as follows (subject to change)

Dr Chadwick - Monday and Tuesday (all day), up to end of November
Dr Angris - Wed (pm), Thursday and Friday (up to mid-December)
Dr Tiguti - Monday, Tuesday and Wednesday (am)

From beginning of December

Dr Tiguti - Monday, Tuesday and Wednesday (am)
Dr Angris - Wednesday (pm), Thursday and Friday
(with possible Locum cover on odd days – yet to be confirmed)

From beginning of January 2014

Dr Tiguti - Monday, Tuesday, Wednesday (am) and Thursday
Dr Ferguson - Tuesday, Wednesday (pm), Thursday and Friday

There is also the possibility of an additional session provided by Dr Vamsi Tiguti to do joint injections (to be confirmed at a later date). Michelle confirmed that all this would be advertised in the Autumn Newsletter which she'll start working on soon and also display notices in the Waiting Room and Foyer.

c) Telephone Numbers of PPG Members willing to be contacted – PPG members who had kindly agreed to have their telephone numbers displayed in order to be contacted were still happy to do so; this was agreed by those members. *(Telephone numbers once again listed at the bottom of these Minutes)*

5) CQC Inspection

Kate updated PPG members on the recent CQC Inspection and explained the process following their giving us 48 hours notice. A report was sent to each PPG member but Kate wanted to reiterate just how well we had done and that we passed all sections of the inspection. She wanted to thank those PPG members and randomly selected patients who had agreed to be interviewed on the day. The findings of the report had all been documented in the Summer Newsletter and on the Practice Website.

6) Any other Business

- a) The Health & Social Care Information Centre (HSCIC) GP Data Extraction – Kate explained this process. The information and relevant self-explanatory notice is as follows: *"The Secretary of State has authorised the HSCIC to extract GP data for research purposes to help improve the way the NHS delivers care to all patients. Your name and address will not be included – only your NHS No. postcode, date of birth and gender. These details are then sent to a secure system where it can be linked with other health information ... **YOU HAVE A CHOICE** – if you are happy for your information to be used in this way – you do not have to do anything. **If you are AGAINST** sharing parts of your medical record for this research exercise, you can opt-out (forms available from Reception). A code will then be added to your medical record which will ensure that your record will not be used".* There are leaflets on display and more detailed information available at Reception. We have 8 weeks from receipt of this information after which, the data will be extracted by default.
- b) Mrs AH passed on some nice, very positive feedback about the Practice which Kate thanked her for passing on to us. It's always good to hear.
- c) Next Practice Newsletter – Michelle will make a start on the Autumn Newsletter as soon she is able and once the succession details have been finalised.
- d) NHS 111 – nothing new to report. Calls are still being handled via NHS Direct or Surgery Out of Hours cover (number to be obtained by ringing the Surgery for recorded message).

7) Date and time of next Meeting

The next meeting will be on **Wednesday, 8th January 2014** at 1.00pm in the Surgery. Dr Usha Tiguti and Dr Jane Ferguson could then be introduced to the members of the PPG and be available for any queries. All welcome!

PPG Members who are happy to be contacted

Mrs Annis Hall	Telephone: 01538 309922
Mrs Bridget Johnson	Telephone: 01538 266373
Mr Wyn Reilly	Telephone: 01335 324127
Mr Malcolm Robinson	Telephone: 01538 304322