

WATERHOUSES MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP

Minutes of the PPG Meeting held on Wednesday, 29th May 2013

- 1) Welcome and Introductions:** We welcomed Joyce Forshaw who has taken over from Clare Cooper as the Community Minibus Co-ordinator.

PPG Members – Mrs JB, Mrs AH, Mrs BJ Mr WR, Mr MR, Mrs Joyce Forshaw, Community Minibus Co-ordinator

Practice Staff - Dr Sunil Angris, Kate Robotham (Practice Manager) and Michelle Wilton (PPG Secretary)

- 2) Apologies:** Mr RC, Mrs MH and Mrs SN

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

- 4) Matters Arising:**

a) Telephone Numbers of PPG Members willing to be contacted – Further to the last meeting, it was explained how useful it would be if any patient with any query or concern over recent changes at the Practice could have contact numbers of willing members of the PPG. This would enable patients who wanted to raise any comments or queries, to contact a PPG member directly if preferred rather than go through the Staff or Practice Manager at the Surgery. The member could speak to the patient and clarify any situation if necessary. The PPG member would ensure confidentiality and anonymity if the patient so wished and raise their comments on their behalf at the next meeting. Annis Hall, Bridget Johnson, Wyn Reilly and Malcolm Robinson all kindly agreed to give their numbers. Michelle said that she would make these numbers available on the PPG Noticeboard in the Foyer, the Practice website, the next Newsletter and on the Waiting Room screen – along with informing all Reception staff should they be approached by patients. Michelle reminded those members that the PPG was **not** to be used as a 'Complaints Forum' and any complaint about a clinical matter should be directed through Kate Robotham, Practice Manager as usual. Those members were thanked for their co-operation in this matter by Sunil, Kate and Michelle. *(Telephone numbers listed at the bottom of these Minutes)*

- 5) Dr Sunil Angris – Impact of the recent Practice Update in the Community**

Sunil had had a meeting with members of the local Parish Council with the same message he had given to staff and the PPG. The meeting went well and he said they were all very supportive, and would do anything to support us at this difficult time. He made them aware of the appointment system and how it was working with 'same day' appointments being used for patients who needed to be seen that day with a more urgent problem. Routine appointments are currently a wait of up to 3 weeks. He reiterated that the Dispensary and its' staff were safe with no proposed change to us being a Dispensing Practice. Mrs AH asked about why we didn't have Medical students anymore to which Sunil replied that we just haven't got the luxury now of having an Educational Supervisor GP to take up the time-consuming task of mentoring the students. It all came back down to the revised base-line budget and how drastically it's been cut.

Succession Planning – Sunil explained that because of increasing family commitments, he will be looking to taking more of a 'back seat role' in the Surgery in approximately 18 months' time. An advertisement for a new partner will be arranged in due course, with plenty of notice before Sunil plans to retire, with a view to taking over the Practice. Mrs BJ has asked that the current situation be clarified in the next Newsletter as people had approached her about the state of the Practice.

All agreed that Sunil's intentions with a view to his succession be put out to patients via the next Newsletter. Sunil agreed that it certainly didn't help to have 'Chinese whispers' type rumours out in the Community and agreed to clarify what was happening. Mrs AH said that she is sure that the general public don't really have any idea how Practices are run and don't understand the impact it has when the budget and funding are affected so much. Mrs JF said that surely rural practices have more of a geographic need to stay successful than urban practices by their very nature of being rural and the service(s) they offer. Sunil talked about the introduction of 'polyclinics' being built to cover a large patient population with small practices not being viable any more. Mrs JB asked about appealing about such decisions and actually 'No' to changes within the NHS and the funding cuts. Sunil answered that it is a very difficult situation as only the process of decision making can be appealed but not the actual decision itself. Sunil agreed to write a piece outlining this and his succession planning for the Summer edition of the newsletter which Michelle is about to start work on.

6) Any other Business

- a) Joyce Forshaw, Community Minibus Co-ordinator – We welcomed Joyce to the meeting. She is taking on the role of Co-ordinator as Clare Cooper has stepped down after 5 years in the role. Joyce is interested in joining the group and would be happy to 'wear both hats' at the meetings as both a member and Minibus Co-ordinator.
- b) Resignation of PPG member, Mr Rod Campbell who is moving to Scotland. Michelle said that he wanted to wish us success with the Group and best wishes for the future.
- c) New Waiting Room Chair – Kate pointed out the new high-backed, higher chair in the Waiting Room, purchased by way of a kind bequest left to the Surgery by the husband of one of our recently deceased patients. This will be so useful for those patients who struggle to get up out of our chairs - elderly, infirm or following hip/knee operations etc.
- d) Fundraising – it was mentioned about fundraising for certain things in the Surgery and Kate clarified that certainly equipment could be fund-raised for but not things like subsidising for an extra member of staff or providing locum cover etc. We do get money left to us by grateful patients following and the last has been spent on the Waiting Room chair (above) and also on equipment used by the District Nurses such as syringe drivers for palliative-care patients.

7) Date and time of next Meeting

The next meeting will be on **Wednesday, 17th July** at 1.00pm in the Surgery.
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