

THE SPENCE GROUP PRACTICE

Patient Participation Group

Notes of the meeting 8th June 2011

Present

Geraldine Maher (acting chair), Ninette Bateman, Frankie Sahni, Robert Muston, Celia Frank, Frank Rhodes, with Dr Roger Phillips and Mark Allen (minute taker) representing the Practice. Margaret Smith attended as an observer.

1. Welcome and apologies

All were welcomed to the meeting. Apologies for absence had been received from: Ailsa Cameron and Laura Mayne.

2. Matters Arising from the Minutes of the Last Meeting:

- a. Christian Carter has written to MA resigning from the group.

3. Social Club

A “Neighbourhood Forum” grant has been received from the Council with funds designated for equipment and CRB checks. The Council may follow up, asking how funds have been used and may want a photo record of the outcome. Some items of equipment have been purchased and some CRB check forms completed. Forms are required for FS, RM and FR. **Action: MA to acquire and distribute.**

More volunteers are still needed to make this viable.

4. Music in Waiting Room

The Practice now has a license to play CDs and radio in the waiting room. This was welcomed by the group who agreed it was unlikely to please everyone all the time with style but noted purpose is to improve confidentiality for discussions at reception desk. Donations of CDs would be welcome.

5. Patient Participation “Enhanced Service”

MA explained that an “Enhanced Service” was a minor contract offered to practices in addition to their core work. This one offers approx £6k for the Practice to support it in developing patient involvement through the development of the PPG or other patient reference groups. The requirements are for a representative group (which we have found challenging), for agreement on priorities for the group to address, for a patient survey addressing these priorities and for a written response and action plan which must be published on the website.

MA suggested he work with a sub-committee on this rather than wait for the next meeting to progress in order that deadlines are met. **Action: MA to circulate guidance and all to consider how to meet objectives.**

6. Personnel Changes

- a. Joy Davis, Practice Secretary, left to return to the US following the birth of her first grandchild. Her successor, Dagma Friis, is currently training.
- b. Dr. Roger Phillips (RP) retires from routine clinical work at the end of July this summer (next month!). The Practice is discussing his replacement with potential successors and considering the use of locums in the short term. The group agreed he would be greatly missed. RP responded that he had enjoyed the goodwill and support of patients at the Practice.

7. Bristol North Baths

The final planning “obstacle” was overcome in May and the Practice is still working to complete the documentation required to finalise lease arrangements. Some technical and legal items are outstanding. Once agreed and signed by all tenants, the developer’s bank is expected to release funds and development work can commence. Despite the delay, the project is still going ahead and the Practice believes it is the best option for its future.

8. Any Other Business

- a. Waiting room notices – despite much improvement, some notices remained tatty. MA removed those identified.
- b. Check in screen – the group noted, with appreciation – an increase in its use by a wide cross section of patients. This frees up time for receptionists to speak with other patients at the desk or on the phone.

Date of Next Meeting – Wednesday 14th September, 2011

Extraordinary General Meeting

1. Election of PPG Chair

AC has accepted nomination as chair of the group. There were no other nominations. AC was duly elected unanimously as chair of the group. GM stood down as chair. The meeting thanked GM for her service to the group as chair.

2. Election of Minute Taker

FS accepted a nomination for a term of one year and was duly appointed, noting that she will require support from the chair and from MA to complete this task.

The meeting closed at 8.45 pm.

Mark Allen, June 2011.