**Notes from the Patient Participation Group meeting held 19 June 2013 at The Banks Surgery, Sileby**.

**Present**: Heather Canham, Bernard Singleton, Ann Childs, Geoff Moulds, Muriel Jones, Joan Manning, Dr. Jason Fitchett, Sharon Clay

**Apologies**: Nicola Massey, Pat Haswell, Carolyn Necklan, Jane Steel

Heather introduced and welcomed the new members to the group.

**Actions from last meeting**

It was confirmed that the bank account for the Friends of the Banks surgery had been set up at a bank in Birstall.

The AGM was discussed and a date set of Tuesday 17 September at 7.00pm. It will be held in the reception area of the surgery. Advertising for the AGM will take place 1 month before the event. Muriel volunteered to undertake putting posters up on council noticeboards. Heather commented that Quorn practice had advertised their AGM in the Echo and she would investigate the possibility of doing the same. Sharon advised that it was her understanding that very few practice patient groups held AGMs but the group felt strongly about doing this in order to establish credibility for the group. Geoff Moulds asked to be sent a copy of the constitution.

**Update on partnerships**

Sharon advised that the legal framework was being put together by solicitors to enable the practice to recruit ‘partners’. Partners were being sought in order to get some Doctors who were going to be committed in the long term to the future of the practice. Progress remained complex and challenging but was the right thing to do in the interests of the patients and the survival of the practice itself. It was reiterated that this was not a new problem – the reason Dr. Clay took over the practice in 2004 was because all the existing GPs chose to leave.

**S106 monies**

Sharon advised that latest information from the PCT was that funds would not be available until end July at the earliest. All members were reminded that despite the significant amount of new houses that had been built in Sileby, the practice had never received any investment from this as the revenues available had been used by the PCT to improve community health. There is a significant amount of money allocated in a recent planning application for investment in the two practices in Sileby and we would have to pursue this very closely to ensure we would be able to access these monies.

Bernard advised that significant complications will have to be overcome because the surgery is built on the flood plain. He advised that the council were pursuing new developers to build a health centre rather than having to set aside S106 monies. Whilst he advised that planning permission would be difficult he agreed to approach the planners to get some guidance on what might be possible.

**Fund raising**

Heather advised that she felt there was a significant role for the PRG to play in health promotion. She had been told by the CCG that the practice held a ‘calendar’ of health promotion events. Sharon did not know of any calendar but agreed that the practice did sometimes get notified of campaigns and we would share these with the PRG in future to see how these could be incorporated within the surgery. Heather did believe however, that she would now be notified of these directly by the CCG.

Dr Fitchett advised that he no longer thought that a urinalysis machine would be a suitable investment for the surgery but he thought we should be looking to have a patient tv communication system promoting good health. A normal TV and looped powerpoint presentation was what he envisaged. Heather asked how the practice used the funds they received from participating in the PRG DES.

The quiz held in April had been well attended but there was no feedback yet regarding funds raised. Other fundraising ideas were discussed – the annual fete was not happening this year and school fetes were already taking place so could not be accessed this year.

**Feedback from PRG network**

Heather had recently attended an annual event held for PRG members and had found it very useful. She advised that other PRG’s had told her about a self assessment room in their surgeries which saved on clinical appointments. Dr. Fitchett advised that he did not think this would help The Banks because our appointment system was so efficient we were unable to fill surgeries already set up – patients have very easy access to a clinician at The Banks.

**Clinical cover**

Dr Fitchett would be going on holiday in july for 1 week and cover would be needed. Bernard asked that Dr Fitchett not be asked to work at The Cottage surgery to cover Dr. Clay during his holiday. Sharon advised that she and Jane had been pursuing the recruitment of a long term (3 month locum) to provide some continuity whilst the practice were recruiting a partner. Bernard asked that the name of the locum be put on the surgery website.

**Any other business**

Bernard commented that the most recent set of minutes on the website were from February 2012. Sharon said she would ask Jane to rectify this. He also mentioned that patients who have posted comments on the website were not responded to quickly enough and asked that this be addressed. The surgery should also take the time to respond to patients who had commented when completing the survey if they had not left them as anonymous.

A discussion took place regarding the posters in the surgery and the poor quality of the communications informing patients the names of the doctors working that day. Dr. Fitchett advised that he had requested name plates for himself and Dr Patel. The representatives present felt that the communications needed to be more professional rather than pieces of paper stuck up in plastic wallets and that it needed to be done the night before so that it was accurate when patients arrived in the morning. The poor state of the notice boards was also raised and it was suggested that the surgery needed updating and its image improving. Whilst all this was acknowledged, Ann wished to stress that the Reception staff did a tremendous job.

The next meeting was scheduled for 1.30pm on 22 August 2013.

Sharon Clay