

RECTORY MEADOW PATIENTS GROUP

COMMITTEE MEETING – 12 August 2015

Present. PM, CJP, GC, MH, DDS, GJB

Apologies. NR

Minutes

- 1 Meeting 6 May 2015.
 - i) Roles in PPG. Chairman requested a brief response to the attachment to his email dated 13 May (Committee roles) All
 - i) Committee meetings to be 45 minutes – commencing next meeting - provided room available. All
- 2 Committee Meeting 5 June 2015. Matters arising. See below. Committee aims and objectives restated/agreed All
- 3 PPG membership - communication with RMS patients. Important we represent the views of as many patients as possible NR/PM
 - i) The website (via text/email) will be our main means of communication. Circa 40% of patients receive confirmation of appointments by text. NR to text “all” to seek approval to extend the text service to advise “new things happening at the surgery”. Details of which will be posted on the website and not included in the text. Proposed wording (to be agreed by Nicola) follows:-
"Dear Patient. At present you receive a text message from us to confirm your G.P. appointments. To improve communications we are making our website (www.rectorymeadowsurgery.co.uk) easier for you to use. We would like to be able to send you the occasional text about new things happening at the surgery – details of which will be posted on the website. But, we do want to make sure you're happy to receive these alerts.Please etc "
 - ii) ? Similar approaches to those patients who receive email confirmation of repeat prescription orders (628 in March) and the circa 206 who receive the Newsletter by email – on hold pending further Data Protection discussion (GC and Nicola Lester) NR/GJB/GC
- 4 Website. MH /NR
 - i) MH – overview of key points. See General meeting for detail.
 - ii) Dr Carter strongly supportive of Website upgrade direction
 - iii) “Friendly face”/ Partner&Staff photos/“balloon” How do I?

- iv) ?greater use of Survey tool on website
- v) Is “Seed corn“ finance available for upgrade cost (when known)? (Nicola Lester CCG). Application to be made GC
- 5 Meeting to be arranged - Dr Carter/Nicola/PM to clarify Partners’ perspective of the PPG/ future direction/responsibility for future surveys/speaker meetings/website design/communication with patients/other issues (See AOB). GJB to prepare agenda. PM
GJB
- 6 Friends - future relationship. Agreed we work to bring the two complementary groups closer together where possible. GC/DDS/GJB
- i) GC’s email dated 7 August crystallises issues/potential. GJB to work with GC/DDS to develop cross membership/survey participation opportunities GC/DDS/GJB
- ii) Friends AGM will have speaker – PPG members to be invited DDS
- 7 PPG – Aims and Deliverables. MH has produced matrix to clarify “ownership”. Need to complete and progress this at committee level. PM to contact some local “Chairs” to exchange views All
- 8 External activity. CJP/GC
- i) St Mary’s fete generated considerable interest CJP/GC
- ii) Carers’day - 14 July - a “Huge Success” CJP
- iii) CJP working on Age Concern as next option CJP
- iv) CJP encouraged all to register/participate in “Lets Talk Health Bucks” run by NHS CCG CJP
- v) Dementia a possibility for a future meeting PM/GC/CJP
- v) Chiltern PPG network.Nicola Lester (Director CCG Bucks). Next meeting Thursday 24 September 2015. 17.30 – 19.30. Venue - Council Chamber CDC. PM to attend with GC/CJP
- 9 Deadline for next Newsletter- 25 September. GJB would like contributions from committee members by 10th please All
- 10 AOB. Concern re hard pressed GP’s and reception staff All

Date of next meeting – Wednesday 14 October

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