



Rectory Meadow Patients Group Minutes of the meeting held Wednesday 9 November 2016

1 **26 members attended plus Dr Carter, NR and Nicola Lester. 17 apologies.**

The Chairman gave a warm welcome to all – especially those new members attending for the first time.

2 **Meeting 10 August 2016 - minutes/matters arising**

Pharmacy Satisfaction Surveys. Pharmacies are required to undertake their own annual satisfaction surveys – usually early in the New Year (although understood that Boots is all the year round). If patients experience difficulties, they should ensure that these are recorded on the standard form provided by the pharmacy.

Diabetes meeting held 13 September. Very useful meeting but some lessons re format and presentation noted.

CCG PPG Network Group – meeting 22 September. A meeting to bring together, for the first time, the PPG's from the 34 practices in the area. Objectives - to improve communication and share experience to help those still at the development stage. Regular reports on progress follow.

3 **Current progress**

Healthwatch. Chris Purves provided a detailed update. "Voice of the People". New Chief Exec. - a positive move. Restructuring and refocusing the objectives and the team (many of whom are volunteers). Recent initiatives – Care Home visits, surgery environment, reception areas and handling incoming telephone calls. Best practice the main aim. Check the website www.healthwatchbucks.co.uk to learn more.

Rectory Meadow Patients Group - we're a communication channel between you and the Practice. A facility for patients to express, and for us to act on, your views and concerns. Our aim is to improve the quality of service provided to you and to represent your best interests.

Membership has increased from 14 to 339 in the last 18 months.

Website - use of the online appointment and repeat prescription facility. Updating the website was a prime objective when the committee was formed. Our main purpose was to reduce incoming phone calls and handling delays by encouraging greater use of the on line booking system for appointments and repeat prescriptions. Mike Hender and Nicola instrumental in instigating and carrying through the positive changes. NR provided some detailed statistics – the most important being an increase of 50% in the numbers of GP and Blood Test appointments booked on line in the last year. On line Repeat Prescription requests now running at 800+ per month. Still some way to go.

4

Communication

Newsletter format/readability improved (MAH/DDS/NR). Now 414 on line subscribers (from circa 50)

Friends of Rectory Meadow Surgery. The talk on the Memory Support Service following the recent AGM was very well received. Note – at the next General meeting on 8th February Dr Carter will discuss how the Practice is addressing the subject of Dementia.

RMS FRIENDS' CHRISTMAS FAYRE will be held on Wednesday, 30 November, 2016 at the Surgery from 11.00 am to 4.00 pm

5

Forthcoming Events

Stroke Association meeting 17th November. Already very well subscribed. 150 letters sent out by the Practice to those who might be at risk.

Dementia – meeting 8 February. Dr Carter requested that we (Patients Group) ascertain from members what aspects they wish to know more about. GJB to write. All Practices in the Chiltern CCG aim to establish an environment which is Dementia Friendly. There is a Dementia Society pack.

Let's Talk Health Bucks. www.letstalkhealthbucks.nhs.uk Important we all sign up. Real opportunity to influence the future direction of health care in Bucks.

A.O.B. Chiltern PPG Network Forum – organised by Consultation Manager, Nicola Sevenoaks. 19 October 2017 to 18 October 2018. Report follows at the meeting on 8 February 2017.

Nicola Lester - Director of Corporate Affairs-NHS Aylesbury Vale and Chiltern Clinical Commissioning Groups.

Why your participation in your Patients Group is so important - PPG development looking forward - How PPG's can make a difference.

Nicola provided a wide ranging review of the background to/origins of PPG's. Commenced in the 1970's to enable patients to say what they want. National Association for Patient Participation formed to promote and support patient participation in primary care - well worth checking their website. www.napp.org.uk.

Booklet "Patients and Public Engagement."

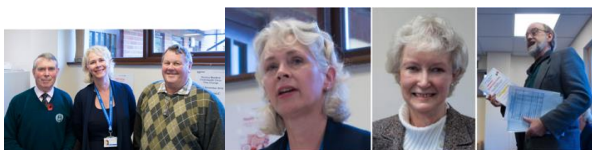
Forums were not getting the reach so Healthwatch given responsibility.

Rectory Meadow Patients Group one of the most advanced in the area - need to share their experience with others. Events such as the Stroke meeting can have a vital impact on population health. Patients are using services purchased by the CCG. Important that any concerns are fed back via the Patients Group/Healthwatch to ensure value for money.

7 events dealing with the future of the NHS planned – first is at Chesham Town Hall on 16th November. Communication of these needs to be better.

Podiatry services found to be fragmented by one member – Patients Group to ascertain if there is a wider problem and report back to Healthwatch.

The Chairman thanked Nicola and Chris Purves for their valuable contributions and closed the meeting at 13.25.



Date of next General meeting – Wednesday 8 February at 12.15pm

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