

**PPG Meeting
Minutes
1pm, 22.01.2015**

Attending:

Nicola Husbands (NJH), (Chair), Graham Cook, Peter Flynn, Jenny Wainwright, George Thackray, Liz Baker, Michael Hooley, David Jordan, Tony Cook, Janet Cussans, Peter Metcalf, Karen Kulmey, Gordon Barratt, Mike Hender

No	Issues	Action
1	<p>Matters Arising</p> <p>None.</p>	
2	<p>Notices</p> <p>A meeting will be held on 19.03.2015 5.30-7.30pm at the Council Offices, King George V House, Amersham, hosted by our CCG to discuss forming a South Bucks PPG Association. People interested in taking up the offer of support and development for their CCG are welcome to attend.</p> <p>NJH will ensure that this notice is also on the Practice Website.</p> <p>Please note this date has superseded 26.03.2015 which was the original date of the meeting.</p>	NJH
3	<p>Revisiting our Aims & Objectives</p> <p>Frequency of Meetings & Topics for discussion – we had originally agreed to meet quarterly. Chris Phillips wonders whether we should be meeting more regularly, given the potential agenda.</p> <p>Questions considered – should we be discussing RMS only issues, or wider issues affecting the local health economy generally such as MIU and Out of Hours recommissioning? Some members wanted to keep the focus on RMS issues; others were interested in discussing the wider topics.</p> <p>We agreed to meet bimonthly with focus shifting alternately between local (RMS) issues, and wider issues. Members could then decide which topics are of interest to them and attend accordingly. Most agreed that it would be of interest to the group to be aware of wider issues, but our focus should be on issues directly</p>	

	concerning the patient experience at RMS.	
4	<p>Increasing our PPG Membership</p> <p>Currently, we publicise membership in a variety of ways: -</p> <ul style="list-style-type: none"> • Screens in the waiting room; • Website; • On FFT slips of paper <p>Ideas for further publicity have included: -</p> <ul style="list-style-type: none"> • Inclusive membership – automatically opted in when patients register unless they opt out; • Twitter and Facebook; • Notices on the check-In screen; <p>Long discussion regarding use of social media – Twitter/Facebook. Concerned raised at the work involved in monitoring these sites, and responding appropriately. Some asked whether other surgeries were using this media – NJH to investigate</p> <p>There was no enthusiasm for inclusive membership which, it was considered, would make the group unwieldy. However NJH happy to put advertising in the new patient registration pack.</p> <p>Members asked about the demographics of our Practice. NJH to bring to next meeting, but confirmed that recent data showed that RMS had the highest % of over 80s in Bucks.</p>	<p>NJH</p> <p>NJH</p> <p>NJH</p>
5	<p>FFT – Month 1 results December 2014</p> <p>These were considered by the group along with the comments made. First month's results were encouraging.</p> <p>NJH to provide data to the next meeting on the number of responses as a % of total consultations.</p> <p>The group agreed we needed one further month's results to attempt to tease out themes and trends.</p>	
6	<p>Patient's Online Access to Medical Records</p> <p>The Practice will shortly be introducing electronic access to medical records. Currently, if you wish to, you can now:</p>	

	<ul style="list-style-type: none"> • Use the internet to book appointments with a GP and blood tests • Request repeat prescriptions for any medications you take regularly <p>Evidence shows that patients who are informed and involved in their own care have better health outcomes and are less likely to be admitted to hospital. By having access to parts of your medical record online you will be empowered to take greater control of your health and wellbeing.</p> <p>Rectory Meadow Surgery will shortly be offering patient online access to the certain aspects of their Medical Record such as: -</p> <ul style="list-style-type: none"> • Medications - current and past • Allergies • Immunisations <p>The information held in your GP record is stored on a secure NHS accredited server. Nothing is uploaded – you view your medical records through a viewer to our server.</p> <p>Discussion regarding access to test results. NJH advised that we had decided to start small, as we had concerns about abnormal test results being made available or those outside normal range.</p> <p>Members were asked to look out for medical records online when they logged on to book appointments and feedback impressions to the group.</p> <p>Long discussion about some member’s concerns about data sharing.</p>	
7	<p>New Reception Desk</p> <p>We have been conscious for some time that both our reception desk and confidential area adjacent to it, do not offer optimum access for our less-able patients.</p> <p>We will shortly be re-modelling reception allowing for a lower desk portion for easier disabled access. The budget for this is set aside for us by the CCG to improve patient services.</p> <p>We are also keen to provide a dedicated area for patients to</p>	

	<p>complete forms away from the main reception desk, with an integral postbox, and to improve levels of confidentiality when patients are discussing matters with the receptionist.</p> <p>We aim to keep disruption to a minimum by arranging most of the installation over a weekend, however, some minor inconvenience may be experienced whilst the work is carried out.</p>	
8	<p>Date of Next Meeting</p> <ul style="list-style-type: none">• Wednesday, 11 March 2015, 1pm	