

**Minutes of the St Andrew's Medical Centre  
Patient Participation Group Meeting  
held on  
Thursday 18<sup>th</sup> April 2013 at 6pm**

**Present**

**Patient Representatives:** Fiona Brown; Helen Burns; Jill Hicks; Roy Izatt; Margaret King, Melanie Knight; Elaine Lawrence; David Marshall; Ann Norman, Pauline Thrower & Rosie Serpis (Chairman).

**Surgery Representatives:**

Dr Debbie Mason - GP Partner; Dr Liz Robson – GP Partner;  
Simon Lawrence – Practice Manager; Sue Saunders–Practice Administrator & Marian Sowter – Medical Secretary (Minutes).

As Rosie had been delayed Debbie Mason took the chair. Following the recent death of Brian Phillips Debbie proposed a toast to Brian.

**1. Apologies:** Carole Lee & Anne Loveday

**2. Approval of Minutes of Last Meeting.**  
Minutes from the last meeting were approved.

**3. New Members Welcomed.**  
Pauline Thrower and Melanie Knight were welcomed to their first meeting.

**4. Progress from Last Meeting**

• **Patient Information Screen**

David reported that the screen was now up and running, automatically turning on in the morning and off in the evening. He encouraged members to contribute any suitable items to be included and these suggestions should be emailed to Simon in order that they can be considered. We have had a good response in respect of sponsors but we are still seeking additional sponsors relating to healthcare at a fee of £250 pa.

David had attended the Rotary Meeting and had received a very positive response to his presentation. This had also resulted in a request from Rusthall Medical Centre requesting that he talk to them along the same lines. It is important to assess the benefits of the screen and to ascertain the results of the screen and patient response. This could be incorporated within the next Patient Survey, which would be planned for later in the autumn.

• **Update & Proposal for Second Plasma Screen**

Simon reported on the extensive saga of the faulty screens resulting in us now being in possession of a spare screen. Members were asked to offer suggestions for the profitable disposal of the screen. David would seek outlets and it was thought that a raffle around Christmas time could be a good means of obtaining the optimum return financially.

• **Current Position – Medical Appeal Fund**

Simon reported that in total £2,364 had been raised. £797 of this had been from the sale of books; £1370 donations and £120 from the Coffee Morning. A 24-hour blood pressure monitor machine had been purchased (the CCG had paid half). A Diathermy Cauterising Machine, 2 plasma screens and the licence had also been acquired with these funds. A balance of £77 remains. The next item for purchase would be to upgrade

the Spirometer at a cost of £1000-£1500. This would be a state of the art model, superior to our present machine.

- **Patient Group Coffee Morning**

Simon reported that the sub-committee had offered to organise a repeat Coffee Morning. This suggestion was received with enthusiasm. It was suggested that a fixed notice board outside the surgery would be a good means of advertising such events and Simon agreed that this could be arranged. Age UK would be holding their annual Ridgeway Fun Day event on the green on 12<sup>th</sup> May (10am-4pm) and members agreed that a St Andrew's Stall would be a good way of raising money and awareness. 'Friends of St Andrew's' could be publicised on this occasion with the sale of cakes and books and the Coffee Morning could be promoted at the same time. Members were invited to commit to a 2-hour slot with ideally a member of staff present throughout. Those willing to cover were: Debbie, Liz, Marian (afternoon), Simon & Sue from the surgery and Fiona (after 12pm), Margaret, Melanie and Rosie from the PPG. Helen would need to check her availability. Members will be notified by email once slots were allocated. Rosie reckoned that this event should raise approximately £500. The Coffee Morning date was set for 15<sup>th</sup> June and as before would run from 10am-12 noon. David agreed to design a flyer and again cakes and books would be on sale and Elaine offered the use of a tombola.

## **5. Annual Review of Chairperson**

Rosie had been in post for one year and as agreed at the outset the situation was reviewed. Liz expressed the appreciation of all present for the work Rosie had undertaken as chairperson and she was asked if she would be willing to stand for a further term. Rosie explained that she had not been in a position to represent us at all CCG Meetings but that her situation would be changing shortly and she would be a little more available. Jill expressed her willingness to offer any support necessary and it was agreed that Rosie and Jill would hold the post in tandem. This arrangement could be reviewed in six months.

## **6. Communicating with the Patient Group**

David reported that this item had really been covered in earlier discussion but did reiterate the importance of members letting him know what information they would like included on the screen and in the quarterly Newsletter. Please email Simon.

## **7. Target Zero**

David encouraged members to find a slogan to encourage support from patients generally. The matter of wasted appointments was felt to be paramount and such issues could be addressed in a Target Zero Campaign month, probably around September. He suggested Target Zero balloons for children, Target Zero flyers with repeat prescriptions, badges, etc. Such questions as "How can you help your Practice save money", "Why can't I get an appointment" would help to inspire co-operation and to explain the difficulties. Simon agreed to pursue the matter of texting reminders for appointments and it was thought an opt out option would be preferable once mobile numbers had been received by the Practice in order to avoid having to seek permission for the reminder by text. The matter of wasted medication could also be addressed via the screen.

## **8. Dr 'D' Update**

The quarterly Town & Country Magazine with the article relating to Dr 'D' was circulated and Debbie agreed to address 'fatigue' in the next issue.

## 9. Any Other Business

- (a) **Food Bank.** Elaine expressed her appreciation for the Practice support of the Food Bank and added that all non-perishable items such as shampoo, washing up liquid, toilet rolls, sugar, coffee, etc were all very much needed. With the introduction of the 'Bedroom tax' many members of the community were in even greater difficulty.
  
- (b) **Diabetes.** Roy referred to a new programme for recognition of early signs of diabetes in children - the four Ts. He reported that too many are not being diagnosed until they are ketoacidotic. Kidney function monitoring had shown disappointing results in West Kent. 15 Care Essentials would be published in the next audit. Liz expressed surprise at the figures quoted and assured Roy that the Practice was very diligent in addressing the targets and we will attempt to provide him with the practice figures.

## 10. Date of Next Meeting

Thursday 13<sup>th</sup> June 2013 at 6pm in the Medical Centre.

Rosie thanked everyone for attending and the meeting was closed at 7.30pm.