

ST ANDREW'S MEDICAL CENTRE PPG



Notes of the meeting held on 28th September 2017

Patient Representatives.

Jean Dennis, Joyce Drakard, Melanie Knight, Carole Lee, Ann Loveday, David Marshall, Ann Norman, John Richman, Jean Richman, Rosie Serpis, Gill Simms, Ian Skilling, Pauline Thrower

Surgery Representatives

Dr. Reshma Rajagopal, Dr. Cathy Bruce.

Marian Sowter (MS)

Apologies	Apologies received from: Susan Saunders, Wiesia Cross, Clare Miles, Mary Skilling.
Agree Notes from last meeting, Update action plan	Notes agreed from the meeting held on 23 rd June Action plan discussed and updated.
The Hub	Building is on track to start in the new year. Information can be found on the SAMC website
News from Medical Team	The surgery now has 6 doctors, an advanced nurse practitioner a diabetic specialist and three nurses. The visiting hospital phlebotomist is doing an extra phlebotomy session each week. It is proposed to set up a health corner in the waiting room for patients to take their blood pressure, check their weight etc. the various items of equipment will be purchased from funds raised by the PPG. The setting up of health walks was discussed, volunteers were asked to help. Flu clinics are due to start.
PPG Fund	Funds are available to purchase a waiting room blood pressure monitor and other essential items required for the surgery and health corner.
PPG Communications	The TV screen in the waiting room will be updated to include seasonal topics. Other ways of communication are under review. i.e. website etc
PPG Social Events	Next coffee morning will be 11 th November 2017. Ann asked for a volunteer to become the next social secretary

PPG Book stall	Continues to be a good fund raiser averaging £40.00 a month, Ann asked for more stock please.
The sale of St. Andrew's Medical Centre Christmas cards	These will be on sale at the coffee morning. PPG members took some home to sell in advance – the price £3.00 per pack or 4 packs for £10.00. Money to be returned together with any unsold cards to Mel by 11 th November. All profits paid back into the account.
Defibrillator	The Rotary Club have nearly reached the amount to buy a defibrillator for Southborough this includes the donation from the PPG. The subject of insurance was raised should anything happen to the equipment, it was suggested that Mr Leese contact Southborough council to see if they will undertake this as the defibrillator will have been donated.
Meeting Dates for 2018	23 rd January, 12th April, 3 rd July, 11 th October
PPG Mailing List	The meeting agreed that the mailing list should be amended to regular attending members only
Date of Next Meeting	<u>The Next meeting will take place on 23rd January 2018 at 6.15pm at the surgery please be there by 6pm to help set up as the meeting will start promptly at 6.15pm</u>

ACTION ITEMS – 29/9/2017 follows PPG meeting updates since last issued (in red)

NO	ACTION	Who	Added	Target	Done	Comments
86	Plan other talks on key medical issues: Speak to Inserve on asthma presenter & Day Lewis re Stop Smoking support	Reshma	7/6	25/10		Respiratory issues: focusing on asthma (particularly young adults); and smoking.
92	Purchase new items for surgery	Sue	18/10	28/11		targets: waiting room blood pressure monitor , 1 additional 24-hour blood pressure monitor, 1 Doppler monitor (for diabetes nurse), 1 further exam couch.
92A	Plan & implement waiting room lay out change to accommodate blood pressure monitor; & scales	Sue	28/9	28/11		Heavy scales already donated
101	Consider best email handler for patient communications	Tanya	9/3	30/6		To make the use of email to patients more efficient, enabling recalls for med checks, improving Newsletters management
102	Change website supplier and revamp site	David/Tanya/ Sue	9/3	tbd		To improve site management and make it mobile device friendly
104	Hold next quarterly comms meeting update	Reshma/Sue /David	25/5	18/9	28/9	
105	Prepare and implement revised 'on the day' Appointments system	David/Sue	13/6	30/10		Focuses around interaction and dialogue between patients and appointment receptionists. Discussions on best approach are taking experience of other local surgeries into account
106	Write to TW Rotary with offer of £500 grant towards defibrillator	Jean	13/6	30/6	30/6	
107	Order Christmas cards	Mel/Rosie liaise with John	13/6	tbd	done	Cards delivered
107A	Coordinate sale of Christmas cards	Mel	28/9	1/12		PPG members to return any unsold cards on Nov 11 (next coffee morning). Cards to be also be sold then to patients.
107B	Publicise sale to patients of Christmas cards	David	28/9	30/9		Screen/Newsletter/Website (£3 per pack of 10 4 packs for £10
108	Seek volunteer to lead SAMC PPG 'Walking for Health' walks	Mel and PPG	28/9	15/10	29/9	Contact Mel if you have anyone who may be interested as she has Roles & Responsibilities doc. David to publicise to Screen/Newsletter/Website
108A	Publicise walks	David/SAMC	28/9	tbd		
109	Find new lead of Coffee morning team for 2018	PPG	28/9			Please contact Ann