

## **THE CLOISTERS MEDICAL PRACTICE**

Doctors: Nigel Cole, Mary Crossman, Louise Hammersley, Helen Stokes-Lampard,  
Diane Newsom, Gulshan Kaul and Clare Hutchings

### **PATIENTS PARTICIPATION GROUP**

Minutes of Committee Meeting held on Tuesday 16<sup>th</sup> September 2008 at 4pm in the  
Boardroom

**Present:** Tony Duff, (Chairman) Gillian Edwards, Gillian Eggleshaw,  
Rebecca Orgill (Practice Manager).

**Apologies:** Kay Johnson, Pam Handscomb, June Melsom, Brendan Cummins,  
Johanna Thyssen-Green, Austin Tomlinson and Duty Doctor Gulshan  
Kaul.

#### **Minutes of the last meeting:**

The Minutes of the last meeting, held on Tuesday 8<sup>th</sup> July 2008  
(previously circulated) were approved and signed.

#### **Practice Manager's Report:**

Results of survey performed by the practice, had not shown a lot of  
change in the figures. Rebecca requested a separate meeting to discuss  
the findings at a later date. She also suggested using the News Letter to  
announce the results of the survey. This was agreed.

The number of patients booking appointments on line is approximately  
100 and appears to be performing well. Tony said he and his wife had  
used it successfully. Gillian Eggleshaw asked about the new system of  
appointments for the flu vaccinations, are patients telephoning for  
appointments? Tony asked about procedure. Rebecca said there were  
only 3-minute appointments with the nurses so no real problem with  
waiting times. If patients turned up without an appointment they could  
either wait until the end of the session or book an appointment for  
another day.

The Medical Students who are assigned to the Practice are due to start  
at the end of September.

#### **Chairman's Report:**

Tony stated that he had prepared a draft of the News Letter and had  
prepared an article on Practice Based Commissioning (PBC) together  
with another about making the most out of your visit to the doctor. It  
was decided that the PBC article should be kept for a later date and the  
Survey results published instead. Gillian Eggleshaw mentioned radio  
programmes, which had mentioned the fact that the appointment with  
the doctor was for one problem only and not a series of problems and  
that this should be stressed to the patients.

## **Chairman's Report continued**

Rebecca would like a meeting of all the PPG members to discuss the details and outcomes of the patient survey to enable the production of the Newsletter headline article. It was agreed that Rebecca circulate the survey results to all the members for their comments for that meeting. The date for the meeting was agreed as 15<sup>th</sup> October 2008 at 2pm.

Tony reported that the website was now brilliant and that it improved the practice's means of communication with some patients with internet access (although overall regular communication is still a problem).

The Constitution mentions the membership of the Association of National Groups of Patient Participation Groups, fee £25, but the only gain was attendance at the Conference and AGM. It was decided not to join.

The Constitution also states that 2 members should stand down after 4 years but no one qualifies this year.

A previous member, who wishes to re-join the PPG, has approached Tony. Tony is writing to him to advise that a Sub-committee, consisting of Kay Johnson, Pam Handscomb and him, would then arrange a time and date for a meeting with him to decide the outcome of his application.

A review of the Constitution will take place at the November PPG meeting. Copies of the Constitution to be sent out, with the Agenda and these Minutes, in preparation for the next meeting. This review will allow the Group to discuss all aspects of the role and procedures of the PPG. The Constitution was last reviewed in June 2004.

### **Date of next meeting:**

Wednesday 26<sup>th</sup> November 2008 at 4pm in the Board Room.