

Minutes of the PPG Meeting of 28th February 2013

Attendees: Maggie Fraser, Jean Gregory, Julia & Peter Stillwell, Hazel Duncombe, Graham Richards & Moira Millar.

In attendance: Ann Lee (in the Chair), Dr Tony Buckland

Apologies: Clare Macadie, Pat Weare & Ros Burgess

Ann Lee acted as Chairperson in the absence of an elected Chairperson.

1.0 Minutes of the previous meetings 11th November 2012. Accepted.

2.0 Premises Update.

Dr Buckland gave an overview of the situation regarding premises including the historical background of the cinema site.

The current building is becoming difficult to maintain especially in light of new guidelines from the Care Quality Commission (CQC) and therefore new premises are needed. The envisaged timescale is realistically about 2 years hence.

Lonsdale are in the process of seeking out a suitable location within central Tunbridge Wells and various options are being investigated.

At present the surgery is collating views of existing patients with regards to the premises issue which include where the surgery should be located and all associated issues. From early results it would appear that location is extremely important together with accessibility and parking facilities.

3.0 Survey Results.

The results of the December 2012 patient survey were discussed.

On the whole the response to the questions were very positive as the majority of the patients are happy with the practice, their appointments and staff at the surgery.

It was raised that the age group was skewed toward the more elderly. The survey was created at the tail end of last year and this encompassed the flu clinic so many questionnaires were completed during these clinics which attracted the elderly age group. It was noted that the survey was available in the surgery for a period of time where patients on routine visits were able to complete the survey. It was also available for completion online via our website to try and attract a broader spectrum

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of age ranges.

As with the last survey, patients appear to unaware of the PPG and the purpose of the group.

The results of the survey are published on the website.

4.0 Action plan following survey results

- PPG needs to have more awareness therefore ideas needed for more marketing of the group so that more patient participation in the future
- Update the website to more prominently highlight the PPG
- Use notice boards more effectively in the waiting room to disseminate information regarding the group and surgery issues
- To get more involved with other local PPGs, GR to contact other Chairpersons to liaise in future
- To develop a quarterly newsletter

5.0 Future meeting with Greg Clark.

In view of the changes in the NHS and the Clinical Commissioning Group (CCG) wanting more patient involvement, a meeting was held recently with local Chairpersons of the PPGs in Tunbridge Wells to organize a future meeting with Greg Clark in attendance. Dr B Bowes as Chair of the governing body of the West Kent CCG will also be attending. This meeting is to take the form of a question and answer session and to try and get as many patients to attend as possible. The details of the meeting are yet to be decided but potential date is August 2012. Further details will be discussed when established.

6.0 Chairman.

Graham Richards was duly elected as Chairperson and the group thanked him for volunteering.

7.0 Treasurer's report

The treasurer (HD) gave an overview of the status of accounts to date. The doctors contributed an initial £200 to the group and, after paying for the subscription for NAPP and the cost of hiring the hall for last year's event the balance is £259.07, which includes £130 raised from the Christmas raffle.

Discussion as to what this money should be spent on followed. The 2011 survey showed that the majority of patients were happy for the doctors to spend any funds on

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appropriate equipment for the surgery as they saw fit.

Some of the money should be earmarked for use in future marketing material needed to publicise the PPG.

8.0 Any other Business

Prospective issues for the next meeting.

*	PPG awareness week	HD
*	CCG – more information	MF
*	Progress on newsletter	MM/AL
*	What do the doctors want from the PPG	AL

9.0 Date of Next Meeting – April/May 2013. Date to be provided. 7.00pm

The meeting closed at 8.30pm