

**THE PATIENT PARTICIPATION GROUP OF THE TWYFORD  
PRACTICE**

**MINUTES OF THE MEETING HELD ON TUESDAY 19TH OCTOBER 2009**

**PRESENT**

Bob Marks	Practice Manager
Ken Ratcliffe Chairman	Colden Common
Mary Davies	Otterbourne
Angela Forder-Stent	Twyford
Drew Fleming	Compton
Jenny Gray	Colden Common
Carol Kennedy	Brambridge
Jean Millar	Shawford
Jo Pitt	Compton
Sam Sowton	Twyford

**APOLOGIES**

Helen Witt	Twyford
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**ELECTION OF OFFICERS**

The chairman and secretary were re-elected to their posts. Jenny Gray agreed to continue dealing with publicity.

**MINUTES OF THE MEETING - 11TH AUGUST 2009**

The minutes were accepted as a true record

**MATTERS ARISING FROM THE PREVIOUS MINUTES**

Questions were asked about the new organisation "Hants Link". Bob explained that they were independent of HCC and PCT. They were a body set up to assist in influencing the delivery of health care appropriate to each locality. He suggested that they could be asked to the next meeting to explain their role, and this was agreed.

Jo Pitt explained that she had heard that Colden Common patients were welcoming the opening of a chemist shop in their village, because they would have a speedier service. Bob explained how the dispensary system worked at present from Colden Common surgery, and that he doubted that the new pharmacy could consistently deliver a better service. He was distressed to hear that rumours were circulating that the Twyford Practice were not communicating with the owners of the proposed new pharmacy, when in fact all communications from the practice had been ignored. He explained that the PCT had refused to grant a licence for the new pharmacy but had been over-ruled and a temporary licence had been granted.

**MINUTES OF THE AGM**

The minutes were accepted as a true record.

### **MATTERS ARISING FROM THE AGM MINUTES**

It was suggested that because the Rapid Assessment Team were unable to attend the AGM that they be invited at a later date. Bob informed that he had been approached by a chiropractor who was offering to speak at an open meeting.

There was a discussion on the length of notice that the pharmacy needed for repeat prescriptions. Bob agreed to see if the computer programme used in the pharmacy for patient details could be sharpened a little. It was suggested that patient repeat prescription forms could ask patients to order their repeats 5 working days before they ran out of their medication. Bob explained that there had been an increase in the number of staff in the pharmacy and that problems were decreasing, they were able to deliver a 48 hour service, but a 5 day notice could help the staff. A member of the pharmacy staff had recently been designated as the telephone answerer and it was hoped this would eliminated the problem patients were encountering.

### **MATTERS FOR REPORT BY PPG OFFICERS**

There were no matters for report.

### **PRACTICE ISSUES**

The Swine flu vaccines were due to be delivered this week and could be offered to patients at the same time as the seasonal flu vaccine. At present there is no evidence in this area that the incidence of swine flu was accelerating. Bob showed the packs the government had issued to practices for testing for swine flu, and also the reinforced envelopes used for sending posters. The group were dismayed that money was wasted on excessive packaging and postage. Bob is to save all packaging that arrives for the group to assess with a view to the group making a complaint.

### **THE ROLE OF THE PPG**

The chairman suggested that as there was now a new initiative from the government, backed with money, to encourage PPG's, we should re-evaluate our role. He had a list of 21 ways where PPGs could help and influence the way health care was provided. It was agreed that the list should be circulated to all present and that a further discussion would take place at the next steering group meeting. He also suggested that we should have a constitution, however the feeling of the group was that as we already had terms of Reference document, these could be revisited and amended if necessary; this could also be discussed at the next meeting. Bob confirmed that the practice was pleased to have this group, although members were aware that since John O'Sullivan had stepped down from his role of contact and support for the group there was rarely any clinical input. Bob's support was appreciated and he was always very informative.

## **NEWSLETTER**

It was agreed that a newsletter would be produced and that a wider distribution would be appreciated by the patients. We could explore sending by email to patients who requested and putting on Parish websites and in local shops.

## **COMMUNITY CARE**

Jenny Gray asked that we let it be known that the Colden Common Lunch Club is low on numbers.

## **FUTURE MEETINGS OF THE STEERING GROUP**

The next meeting will take place on Monday 11th January 2010 2.15pm at Twyford Surgery.

## **AOB**

Jean Millar was concerned that a very good service for macular degeneration patients being run at Hamble had been moved to Southampton General Hospital where it was very difficult for carers and transporters to park. Bob undertook to investigate the reasons with a view to this group putting pressure to reinstate the service in a more accessible location.

## **TERMS OF REFERENCE OF THE PATIENT PARTICIPATION GROUP OF THE TWYFORD PRACTICE**

To improve communication between the Doctors and the patients, and in particular to give feed back to the practice about the patients' principle concerns and expectations.

To provide an informal mechanism for receiving patients' suggestions and constructive criticism about the Practice and its organisation.

To provide a forum for the discussion of health education topics of interest to patients, with special reference to the promotion of health and prevention of disease.

To encourage the promotion of voluntary community care, especially for the housebound and elderly, and the setting up of self-help groups for the patients with particular needs.

To act as a community pressure group using it's influence to bring local needs to the attention of health and local authorities.

