

# CHS PPG

## Clifton Hampden Surgery Patient Participation Group

Minutes of the meeting held on Wednesday 19<sup>th</sup> March 2014 at 7.30pm  
at Clifton Hampden Surgery

### Present

Chris Dupond (CD) Chair  
Ann Tomline (AT)  
Fiona Bermingham (FB)  
Roger Mitchell (RM)

Bill Symonds (BS)  
Hilary Rogerson (HR)  
Gill Haworth (GH)  
Dr Estelle James (EJ) part-time

### 1. Apologies for Absence

Mary Braybrook (MB)  
Lyn Cook (LC)  
Pauline Dawes (PD)

Gail Crowther (GC)  
Jennifer Montagu-Jones (JM-J)  
Sue Braden (SB)

2. **Minutes of Meeting held on 15<sup>th</sup> January 2014;** these were approved with thanks to Gail Crowther for their preparation and distribution.

3. **Matters Arising;** CD reported that a copy of the PPG Constitution had been submitted to the Surgery Practice. Action – the Practice to comment.

4. **a) Proposed NHS Database;** CD said that, in his view, this was a matter for the Practice to review but the meeting generally agreed that the advantages of a national database probably outweighed the concerns over patient records security. Action – the Practice to advise further on progress.

**b) Watery Lane Traffic;** it was agreed that cars leaving the Practice parking area could present a hazard to people using Watery Lane. Action – HR to consider the placing of a “look right” sign or white lines at the parking area exit.

5. **a) Publicising the PPG;** this subject was discussed at length and the main actions to help spread the important purpose and achievements of the PPG were agreed as follows:-

### **b) Contacts;**

CD to draft an “achievements” article for inclusion in forthcoming local newsletters (The Bridge, Dorchester News etc;

HR to ask Taz to include PPG details in New Patient data forms asking if they would like to be involved and/or included in email notifications;

HR also to ask Taz on how best to get improvements in existing patient interest;  
HR to lower the PPG notice board in the reception area to eye level;  
BS to update the PPG leaflet.

c) **Practice Booklet;** following a computer breakdown, HR will now be able to complete the revision of the booklet.

d) **Car Parking;** no further progress or comment by PPG or the practice

e) **Defibrillator:** CD reported that, of the likely £1,400 cost of purchasing and installing the defibrillator, £500 had been promised by the Clifton Hampden Parish Council and £200 kindly by the Practice. CD also reported that he had applied to SODC for a grant but this was refused. Discussion on fund raising for the balance of £700 resulted in the following action proposals:-

- CD to follow up an initial request by him for support from the Community Heartbeat Trust;
- HR to devise a fund raising visual for display at the Practice to encourage direct patient donations;
- AT to ask a personal contact at SODC whether the matter could be reopened.

f) **Access;** HR reported that quotations had been received at the Practice for handrails from the Oxford Road and also a quotation for new flooring in the ground level lavatory. Practice approval of the quotations awaited.

g) **Flood Planning:** HR reported that further discussions were needed within the Practice about whether links with local pharmacies could be arranged and/or effective in times of severe flooding.

h) **Care Commissioning;** EJ advised that no update was available through the Practice; CD reported that, having recently attended a meeting of the South West Oxfordshire Locality Patients Reference Group, he had difficulty in understanding how the stated objectives could ever be achieved bearing in mind the numerous organisations now involved (CD advised subsequent to the meeting that these included the Oxfordshire Clinical Commissioning Group, the South West Oxfordshire Primary Care Trust, the South West Oxfordshire Locality Patients Reference Group, OCC's "Health & Wellbeing Board", OCC & DC's Oxfordshire "Joint Health Overview and Scrutiny Committee", Healthwatch Oxfordshire, OCC's "Public Involvement Network", and the Central South Commissioning Support Unit !)

**Patient Questionnaire;** SB was thanked for her draft which was designed to ask questions which patients would find it easy to reply to. Discussion on Sections 1 & 2 of the questionnaire covered telephone access to the surgery during the 1-2pm break; out of hours service, telephone consultation with doctors.

The Care Plan Section 3 was questioned; EJ thought it was good in principle but, in practice, probably more appropriate to the more vulnerable patients of the practice; EJ also thought that different questions were probably needed for patients wanting an update on the reasons for their taking certain medication.

It was agreed that :-

HR would review the MORI questionnaire again for its suitability for parts of the proposed practice questionnaire.

HR would ask the dispensary if the purpose of medications could be noted on the prescription labels.

CD would draft a simple question for the questionnaire about medication purposes.

Other comments from PPG members present or absent to be sent to CD during the following week.

**6) Other Business;** AT asked whether the Practice would offer cervical smears to younger women and EJ said that young patients had to be referred to hospital for this type of test. FB made the point that younger patients were more likely to look at the Practice website for information about contacting doctors quickly or for responding to questions about accessibility etc.

Members were asked to note that Gill Haworth can now be contacted at [gill.haworth@btinternet.com](mailto:gill.haworth@btinternet.com)

**7) Next Meeting & AGM; this is to be held at the Surgery at 7.30pm on Wednesday 21<sup>st</sup> May 2014. It will be necessary to elect a maximum of 10 patient members that evening including a Chairman and Secretary.**