



White Horse Practice Patient Participation Group

Core Group Meeting Minutes

10 Sept 2013

Present:-

Marcus Laphorn (Rotating Chair)

John Mattingley

Ann Thompson

Emily Norton

Gene Webb

Graham Roberts (Taking Minutes)

Caroline Beaney

Jo Morgan

No Apologies.

1. Marcus welcomed a full house attendance
2. Graham volunteered to take minutes.
3. Minutes of 14th May 2013 meeting agreed.
4. Practice Newsletter. Gene is looking to early in 1st Quarter of 2014 then to be followed by an Open Meeting.
5. WHMP draft Patient Survey. Discussed items for content. Still open for additions subject to Partners approval by SC.
6. Health Summit. To be an open meeting.
Jo to approach OCCG Joanne McKechnie & Ruth Atkins to an open meeting possibly to be on 13th November. Meeting will want feedback on Survey. Gene to amend Newsletter with revised dates. Caroline & Jo to publish. It was accepted that GB is not able to make that date and other Doctors will be approached to ensure one at least is present.
7. Update from Practice Managers.
Commented on number of missed appointments. Suggested Texting Appointment Reminders. Felt that fines for missed appointments would be unworkable.

8. Managing E-mail Addresses.

Add to Survey the Online Booking service details to encourage greater use.

9. Ferendune intermediate care beds. Leaving Hospital Leaflets to be available.

10. NAPP Monitoring.

Ann went to meeting in London, where out of 15 there 3 were from Oxfordshire. Monitor had only looked at Hospitals and now wanted to look at GP Practices. John felt it was right to allow monitoring but not for us to be taken over by them. John offered to investigate a Library of relevant printed information for Core Group use. For example this would capture documents obtained at June 2013 N.A.P.P. meeting.

11. NHS 111.

Service now OK in this area.

12. PPG future action plan.

All members to consider thoughts for future and email them to Gene.

13. A.O.B.

(a) Noted that practice has 10,000 patients registered so large target for this PPG with 6 core members and a wider audience of about 80. Plans to produce 2 newsletters a year.

(b) It was noted with dismay about the sacking/suspension of the local volunteer First Responder.

(c) Dentists can refer direct to Hospital without reference to patient's GP.

(d) OUHT and GPs aiming to cut number of Outpatients appointments.

(e) The Practice will be supporting the Government scheme to offer free Shingles vaccinations to patients aged 70 or 79 as at 1st September 2013.

14. Volunteer Chair/Agenda Creator for next Core Meeting.

John volunteered and any Agenda items should be sent to him for next meeting.

15. Date, Time and location of Next Meeting agreed as Tuesday 14th January 2014 at 1830 at WHMP.

Minutes prepared by Graham and emailed to Group 2nd October 2013.

NB John advised on 25/09/13 that he had received notice that next SWOL meeting will be on 22nd October