



# White Horse Medical Practice

## Patient Participation Group

### Minutes of meeting held on Tuesday 14 January 2014

#### Attendees:

Ann Thompson; Emily Norton; Gene Webb; Marcus Laphorn; John Mattingley;  
Jo Morgan; Caroline Beaney; Kaye-Frances Byers; David Burn.

#### Apology:

Douglas Dalrymple.

1. The Chairman for this meeting, John Mattingley, welcomed everyone and especially David and Kay who were attending their first PPG 'Core' group meeting. John noted that Graham Roberts had decided to resign from the PPG due to ill health. In his absence Graham was thanked for his valuable contribution to the activities of the PPG.
2. Marcus volunteered to act as the minute taker.
3. The minutes of the 10 September 2013 PPG 'Core' group meeting were agreed.
4. The '**Health Summit**' held at the Catholic Church Hall in Faringdon on Wednesday 13 November 2013 was discussed. It was agreed that the next annual meeting open to patients and carers of the White Horse Medical Practice, should revert to being held at the Medical Practice. It was recommended that within the next three weeks, the 'Core Group' Members should decide upon the date and content of the next annual meeting and invite a speaker to address that meeting. It was agreed that the annual meeting should be held in the autumn before the clocks go back. John Mattingley will co-ordinate these arrangements.

5. Much valuable feedback was received from the **WHMP patient survey** and it was agreed that the results and proposed actions, where possible, will be written up by Caroline Beaney and placed on the WHMPppg website by 1 March, together with information collected at the 'Health Summit'.

6. **Ferendune** intermediate care beds were discussed and concern was expressed about the closure of such beds after March 2014. Gene Webb has conducted much research into the history of this and will be placing a full report about Ferendune on the PPG website.

7. It was noted that the **South West Oxfordshire Locality group** were to develop a group policy about the necessary checks that should be in place before any spokesperson were to become involved with the media. It was further agreed that our own WHMPppg should develop a media policy, once we had seen the OCCG media policy document.

8. The Practice/PPG newsletter, **Healthy Times**, was discussed. It was agreed that information concerning 'how to complain about the NHS', should NOT appear in the newsletter. It was agreed that the annual WHMP appointment statistics should in future appear in the newsletters. Members agreed to send ideas for the next newsletter, in plain text, to Emily Norton.

9. It was agreed that **Health Walks** should be promoted in the newsletter and on the PPG web site.

10. A discussion took place about our PPG's future **Action Plan**. It was agreed that the following Members would take special responsibility for leading and developing the following action plans:

May (?) edition of 'Healthy Times' – Emily Norton, Kaye Byers and Jo Morgan.

Waiting room PPG notice board – Jo Morgan and Emily Norton.

Maintaining the PPG web site – Gene Webb

SWOL and NAPP liaison – John Mattingley

Communication with hospitals – Marcus Laphorn

Review local services provided by the Practice – Gene Webb

Carers visits – Ann Thompson

Increasing midwife numbers – Marcus Laphorn

Maintaining private PPG library – John Mattingley

Developing the Primary Care Cancer service – Marcus Laphorn

Reviewing the Practice web site – Gene Webb

PPG contact details listing – John Mattingley

11. It was agreed that the 'Core' PPG would like to have an **informal annual meeting** with the Partners in May and Jo Morgan agreed to set this up.

12. It was agreed that John Mattingley would once again represent our PPG at the **NAPP conference** which will this year be held in Leeds on Saturday 7 June. Jo Morgan agreed that the Practice would reimburse all reasonable travel and accommodation expenses.

13. Jo Morgan reported that the Practice Partners had requested that the PPG Members be involved in helping to run the **influenza vaccination campaign** in 2014. No immediate decision was made about this request. Members suggested that Caroline Beaney and Jo Morgan may wish to consider if there additional areas that the Practice would also like the PPG to assist with. Members requested that the Practice send appointment reminders to telephone land lines, as well as mobile telephones. It was agreed that Caroline Beaney would investigate if that would be possible.

14. Members requested the Practice Managers to consider having the **reception and telephone line manned from 1300-1400**. This is the one area that Members regularly hear patients complaining about. Jo Morgan and Caroline Beaney agreed to look into this and report back at the next meeting.

15. It was agreed that '**PPG Awareness week**' should be on the agenda of our next meeting on Tuesday 11 March which Ann Thompson agreed to Chair. It was also agreed that Gene Webb would chair the 10 June meeting, Marcus Laphorn the 9 September meeting and John Mattingley the 9 December meeting. Each chairperson will be responsible for establishing and distributing an agenda in good time.

16. The meeting closed at 2030 hours.