

**Wickford Health Centre
Patient Participation Group**

**Monday 7th September 2015 @ 6.00pm
Wickford Health Centre**

In Attendance:

Ray Hilliard (RH) Chair	Jan Hilliard (JH)
IC	JD
JS	Jayne Johns (JJ) Practice Manager and minutes

1. Apologies

BL, ME, AE

2. Minutes of the Meeting held on 13th July 2015

The minutes from the last meeting were accepted as accurate.

3. Election of Vice Chair

Due to the absence of three group members it was agreed that this item be deferred to the next meeting. However, anyone who would like to put themselves forward for this role should let RH know before the next meeting.

4. Update/Briefing on Wickford Health Centre

JJ confirmed that Dr Abdullah, Locum GP, who worked on Wednesdays, has now left Wickford Health Centre. The group were saddened by this. However, JJ also reported that the Locum GP, Dr Abudu, who has been working on Mondays for a long time will now work on Wednesday's and Thursdays, thus providing an increased male GP presence at the surgery.

5. Future of Wickford Health Centre Building (Business Plan/Survey)

JJ confirmed that the Business Plan has been prepared by Colleen Shelley, Director of SEMC Ltd and is waiting to be finalised by all SEMC Ltd Directors and it will then be presented to Kerry Harding (formerly Kavanagh) at NHS England. JJ also reported that she had asked Kerry whether a date has been set for a survey of Wickford Health Centre to be carried out. Kerry is to contact Sean Perry who would be undertaking the survey to find out if anything has been arranged yet.

The group expressed their disappointment that things hadn't moved further on. JJ agreed that it is unfortunate but reiterated that there are always difficulties when there are a few organisations involved and also other work commitments for everyone.

RH asked if it would be appropriate for the group to see the Business Plan. JJ to ask the Directors.

6. Feedback on SEMC Locality PPG Meeting held on 12th August

RH confirmed that he had attended this meeting and given a briefing on what we have been doing as a group, in particular in relation to the future of Wickford Health Centre.

He will send out the minutes when he receives them.

7. Fit for the Future

At the SEMC Locality PPG meeting the group were informed of an initiative being undertaken between Basildon & Brentwood Clinical Commissioning Group (CCG) and Essex County Council, who are planning to change how a range of health and care services will be delivered to local people from 2017 and are asking patients within the locality for their thoughts. Leaflets were given to practices to display and make available to patient detailing why changes are needed and giving patients various ways to feedback.

8. Purchase of defibrillator for Wickford High Street – update

RH confirmed that he hasn't had a chance to speak further to Alan Ursell following the email he received from him after requesting clarity on queries that were raised at the last meeting, with regards to holding a collection box. He reported that Alan had intimated that it would be the surgeries responsibility to ensure the security of the collection box and suggested it could be emptied every day and the money kept securely. The group agreed that this is a big responsibility and one that JJ would not expect the reception staff to undertake. Also, the question arose again, what if the full funds were not received and money would need to be returned to whoever had donated it? This would be impossible if a collection box was being used. The group agreed that RH would go back to Alan to let him know that we are not comfortable with the idea of holding a collection box at this time.

9. Recruitment of new members for actual and virtual group

JJ confirmed that there have been 3 expressions of interest in becoming part of a virtual PPG group. RH has spoken to one lady who has signed up but has been unable to contact a gentleman who expressed an interest. JJ also confirmed that a form had been received from someone who wanted to be part of the virtual group but didn't leave a telephone number. She has emailed the lady concerned confirming she will be added to the group and to let JJ know if she would like RH to contact her.

Forms and leaflets are still available to patients with regard to both the actual PPG Board and virtual group and we will continue with these measures during our restructuring of the meetings (see any other business) and continue to proactively seek new members.

10. Future use of television in reception area

RH asked about the possibility of reinstating the TV in reception to broadcast community messages. He also reported that in some surgeries they have regular TV's, which have the sound turned off but display subtitles. JJ confirmed that the contract had ended quite some time ago and in fact the company who installed the TV had been making plans to remove it but never did. There are no current plans to reactivate the service and having a regular TV would require a license. However, she did confirm that this could be looked at in the future when it was agreed what would happen with WHC.

11. Disability access to Nursing rooms

It was noted that there are difficulties when patients in wheelchairs have to go to the nurses rooms because of the narrow corridors. This will be addressed when looking at the buildings future requirements.

12. Date of next meeting

Thursday 5th November 2015 at 2.30 pm (see any other business)

13. Any other Business

Restructuring of meetings

RH brought about discussion with regard to more input into the meetings by other members of staff at Wickford Health Centre. The group agreed that during the meetings the same topics seem to be discussed which gets frustrating and it would be good to be able to move things forward where the group, in discussions with staff, can look at ways to help each other in terms of Wickford Health Centre activities.

JJ apologised that other staff member haven't attended in the past, apart from the Nurse Practitioner, Lesley Manning, on one occasion. She said that she will arrange for other staff members to be present at future meetings, both clinical and non clinical and will always try to arrange for a GP to attend, even if only for part of the meeting. All agreed this would provide better interaction between the group and the staff to allow everyone to have their say and to discuss ways in which to help each other.

It was noted that previously it was agreed that meetings would take place every two months, on a Monday at 6pm. However, to ensure the possibility of having a GP attend it might be a good idea to schedule the meetings for different times on different days so that each GP would have the opportunity to attend. It may also be better to hold some meetings before 6pm to allow for this. It was agreed that JJ would initially draft a proposed programme of meeting dates and times for the next year for members' consideration and agreement.

It was further agreed that meetings should continue to be held every 2 months unless something needed to be discussed urgently, in which case an ad hoc meeting would be arranged.

Staff photographs

JD asked if it would be possible to have photographs of staff displayed in the Reception area. The group agreed this would be a good idea and JJ will look into arranging this.