

**St James Medical Practice
Patient Participation Group
Minutes Meeting held 16th May 2018**

1 – Present: -

Theresa Banks (TB) Jane Chase (JC) Jasmine Fulcher (JF) Stella Gutteridge (SG)
Ian Gutteridge (IG) Penny Hipkin (PH) Joyce Hunter (JH) Derek Hunter (DH)
Colin Johnston (CJ) Simon Temple (ST) Royston Tyrrell (RT) Margaret Worledge
(MW)

2 – Apologies: -

Paula Bell, Richard English, Pat Fraulo, Rachel Seakins, Pat Simpson.

3 – Minutes of March Meeting: -

The Minutes were adopted unanimously.

4 – Matters Arising: -

The Chairman announced the resignation of 2 members, Richard English and Alistair Milner. Richard English will continue as a virtual member. CJ raised the matter of patients being re-allocated to a different doctor and there was a general discussion on this topic. The group felt that it was preferable for patients to keep the same doctor and TB referred to an article in the press which claimed that better outcomes resulted from such a situation. ST explained that as far as possible this practice was followed but changes in staff made it unavoidable at times.

5 – Presentation by Ian Gutteridge: -

The chairman gave a talk about his experience as a Lay Assessor with the JAG Accreditation Scheme. He explained the rationale behind the process and the method by which it was carried out. It was interesting to hear the procedures that were followed and afterwards a number of questions were raised and discussed.

6 – Treasurers Report: - SG

A copy of the accounts is attached.

The present amount is in excess of £700 and SG asked if there was anything specific which the group could buy for the practice. ST said he would look into this.

Practice Update: - ST

Changes have been made to the computer system, which enables more useful information to be extracted and helps to identify where savings in time can be achieved. Several staff changes have taken place
Outline planning for the new build has been given full approval. The results of a survey carried out showed that the majority of patients visiting the practice travelled by car.

A new method of handling letters has been introduced in order free up time for doctors. Trained admin. Staff now deal with routine mail and decide what action if any is needed. The letters are then scanned and filed.

CJ asked why the majority of available appointments online were before 10 am. ST could not explain this but promised to look into it.

Other points noted were – Complaints, (14 last year), GDPR (general data protection regulation) and patient Wi-Fi .

Staff taking part in the recent GEAR run raised £450 for cancer research.

7 – QEH Governors Report: - PH.

CQC inspection is taking place at the hospital and this is projected to continue until July.

A health care event on cancer was held recently and another will take place in October during Dementia Aware Week.

The League of friends has bought a fluoroscan for the hospital which cost £50,000. This machine allows x-ray images to be taken without the need for a radiographer to be present.

A new nursing support role has been introduced and the QEH is advertising for applicants. Two years of training lead to a qualification as a Nursing Associate and registration with the Nursing and Midwifery Council.

8 – PPG Awareness week 4th -9th June 2018:

The group is holding a cake stall on the Monday and a women's health event on the Thursday 7th June.

Volunteers will be needed to help on these days and will be contacted by email.

9 – Any other Business: -

IG asked for approval to renew the groups public liability insurance. The premium for this is the same as last year, £147.6.

The meeting approved the expense.

TB updated the meeting about the 200 club. There is no legal problems with the running of a private society lottery as long as participants are members.

There were no dissenters to this proposal.

There being no further business the meeting closed at 8.10.

Next Meeting - July 18th – 18.30

St James Medical Practice
Patient Participation Group Accounts
21st March 2018 - 16th May 2018

Reserve Account	ECR	EDR
Balance brought forward 21.3.18	72.51	
Interest accrued 31.1.18	0.01	
Interest accrued 29.3.18	0.01	
<u>Balance 16.5.18</u>	72.53	
Current Account.	ECR	EDR
Balance brought forward 21.3.18	676.93	
<u>Income</u>		
Book Sales to 22.3.18	22.31	
<u>Expenditure</u>		
NAPP Subscription Renewal		40.00
<u>Balance 16.5.18</u>	659.24	
Total balance of Reserve & Current Accounts	731.77	
