

13th May 2019

Good Afternoon Townhill Supporters...

I just wanted to say a big thank you to all that could attend our first patient participation group meeting, it was a pleasure to see you all and have the chance to meet face to face.

The first of our meetings was quite informal but I felt it wise to capture some minutes and send out, this will be particularly beneficial for those that were unable to attend I'm sure. Please see below for the details.

UPCOMING EVENT

To support the Alzheimer's society with their upcoming fundraising events, we would like to hold a cake sale here at the surgery on Monday 17th June between 10.30-1.00pm but of course we need support.

I am looking for volunteers to either get their baking hats on or come and help man our stall. Could I canvass interest at this stage and I of course will be talking to our surgery team about participating. I will also be linking in with the lovely Debbie Henry who runs a drop in centre here for the Alzheimer's society to come along and offer information for our patients.

So who would like to help? It is also a great opportunity to get potentially get some more PPG members on board!

Let me know your thoughts and I will contact those who can help to make the arrangements

Rebecca

Patient participation Group – Minutes

Date: 13/05/2019

Time: 13 : 00 – 14 : 00

Attendees: Rebecca Willcocks (Deputy Practice Manager), Tina Blake (Patient coordinator) Geoffrey Tarr, Rosemary Russell, Lynne Parker

Welcome and introductions – Members introduced themselves to the rest of the group.

- Purpose of the PPG

Rebecca explained that this is an active forum which should be utilised to serve our community. Rebecca explained the surgeries vision and that we want to put the community at the heart of everything we do and we feel the PPG can support us to do that.

Rebecca spoke a little about social prescribing and how this can support our neighbours and offer services beyond medical appointments

Rebecca explained that the PPG is the voice of the surgery and we are here to drive positive change and offer feedback and support were needed.

Of course complaints is a part of any industry but this will not form a large part of this groups efforts. Rebecca deals with all of Townhill Surgeries complaints personally and will continue to do so.

- The future of GP practices handouts

As a group we discussed the handout and how you felt it would be received by fellow patients. It was very well received with lots of positive comments such as “amazing things coming up” “great to see some positive changes” “exciting times” You felt it was clear to read and not confusing. You liked the timeline and you liked that it gave quite a lot of information

Feedback – you wanted it to feel like Townhill’s handout so it would engage with our patients. You suggested it be branded with our logo and be double sided, on “our side” we would talk about the new PALS role we have introduced and invite people to our PPG

Action: Rebecca to discuss with Amanda the possibility of adapting the handout further

You also suggested that this should be sent to people via email were possible and a leaflet drop for the remainder, you offered to support this leaflet drop, thank you

- Upcoming events

We spoke a little about the PPGs support with potential events at the surgery. We discussed briefly the building works and how nice it would be to “launch” it after all the work is complete. Geoff made the excellent suggestion that we plan certain things but not put a date to it until we know it will definitely be done, maybe even 2 weeks past the date to be 100% confident

Again you all kindly offered your support nearer the time

-AOB (any other business)

Location of Blood pressure machine – it was suggested that the BP machine would be better housed in a more private area than the corridor. Rebecca explained that this may be a possibility once the building works is complete and will discuss this with the Practice Manager

Pacemaker monitor – Geoff mentioned that there is a pacemaker reading machine located at Bitterne Leisure centre which doesn’t seem to be well managed. Currently, those patients wishing to take a reading have to travel to the hospital annually unless they know about the one located at the leisure centre. Geoff suggested the possibility of exploring the idea of either having the machine here or letting patients no its location

Again thank you all for your time today. I will pop a follow up date in the diary very soon and in the meantime please do speak with neighbours, friends and family members about our PPG and welcome them along

Speak to you all soon

Rebecca