



## **HOLBEACH MEDICAL CENTRE** **PATIENTS PARTICIPATION GROUP**

### ***Minutes for the PPG meeting 24th June 2015***

**Present:** Trevor Cook , Graham Scorthorne , Sue Scorthorne , Joyce Waterfall, Val Watkin and Heather Whitehead.

1. **Apologies:** Cindy Foley and Preston Keeling.
2. **Minutes of previous meeting:** Minutes of the meeting of 27<sup>th</sup> May were read and accepted.
3. **Matters arising:** There were none.
4. **Chair's report:** Graham simply thanked those members who were present and expressed a wish that more people would attend these meetings, especially when we have a guest speaker.
5. **Secretary's report:** Nothing to report.
6. **Treasurer's report:** No changes since the last meeting had been reported.
7. **Healthwatch report:** Eilene produced an update from HEALTHWATCH and a paper she talked to. She has made both documents available to PPG Members and they are attached to the minutes of this meeting.
8. **News Correspondent's Report:** Sue stated that she planned to produce the next newsletter by the end of July. Val requested that Flu information be included and they agreed to keep in contact ref issues to be included in order to provide as much information as possible to patients.
9. **Practice Manager's Report:** **a)** Val stated that one of the receptionists was willing to talk to the group about her role at the meeting on 25<sup>th</sup> November. **b)** The practise is preparing a "birthday pack" for those achieving the age of 16. The pack will contain details of how to book an appointment, msm messaging details, a PPG application form and numerous pieces of information relevant to someone becoming 16, an age at which they legally are free to make decisions about their health care. **c)** Val reported that the number of on-line bookings for doctor appointments is down but to some extent this is due to the fact that the host website has been down. In addition she reported that msm messaging has had funding extended so that the service can continue. **d)** Val requested that if anyone needed to make changes to details held about them by the surgery they should contact Val directly.
10. **Future Programme:** The Core meeting scheduled for 30<sup>th</sup> September will focus on the development of a practice survey. It is likely to focus on dealing with the issue of appointments and which type cause the most problems. Val did a brief resume pointing out that medical emergencies will be dealt with on the same day but should patients require to see a named doctor then there could be a delay of several days. The Core meeting on 28<sup>th</sup> October still needs a speaker but will need to focus on

fund-raising and 25<sup>th</sup> November will have the receptionist to speak. The next Board Meeting will be held on 22<sup>nd</sup> July at the usual venue.

**11. Fund Raising Ideas and Initiatives:** It was agreed that we would come back to this issue as Cindy and Heather had been unable to get together to discuss the way forward. A raffle should be considered around Christmas time. We as a group will keep this matter on the agenda but it was suggested that patients should be made aware that donations could be made to the PPG at the surgery should they wish to do so. In addition it was agreed that the PPG should participate in the Rotary Santa Walk again in December.

**12. AOB:** There was nothing to add at this meeting.

**13. Guest Speaker: Jayne Thomas** explained that she had worked for Age UK for over seven years, initially for the First Contact Scheme and now for the Wellbeing Service. The new service encompasses the First Contact Programme and the Lincolnshire Independent Living Consortium but is much broader she stated and is for anyone over the age of 18. A full report of Jayne's speech is attached to these minutes as a document in its own right.

Graham thanked Jayne for giving of her time to talk to us about this brilliant scheme that connected together so many different caring groups. Everyone wished Jayne well with this new project.

**14. Closure:** The meeting closed with a reminder that:

**The next meeting is scheduled for WEDNESDAY 30<sup>TH</sup> SEPTEMBER 2015 AT 6.30PM.**