

**Minutes from the meeting held on  
17 January 2012**

<b>AGENDA ITEMS</b>		<b>ACTION REQUIRED</b>
<b>1/12 Presentation by Dr Tomi Solola</b>	Dr Solola gave a very interesting talk about being a dispensing practice and all aspects regarding this. He told us about the financial pressures of prescribing medication, prescribing restrictions placed on certain medications because of expense and for safety reasons, together with targets that had to be met. He explained the importance of having a good "Purchasing Manager" whose role it was to get the practice the best value for money. Dr Solola stated that any profits gained from dispensing drugs was invested back into the practice. The new checking-in machine at North End had been purchased using this money.	
<b>Present:</b>	Roger Harrington, Graeme Johnston, Christopher Kennedy, Katie Fricker, Lynn Mazillius, Eileen Turner, Pam Pitchforth, Rita Andrews, Allan Lawrence, Hilary Osgerby.	
<b>2/12 Apologies for absence.</b>	Michael Mazillius, Ted Vine & Morva Bonthorne. Roger also informed us that Brett Lowe had resigned from the Committee.	
<b>3/12 Agreement of the agenda.</b>	The agenda was agreed.	
<b>4/12 Minutes of the last meeting, 15<sup>th</sup> November 2011, previously circulated. Chair to sign.</b>	It was agreed that the minutes were an accurate reflection of the previous meeting and were signed accordingly.	
<b>5/12 Matters arising from the minutes.</b>	<p>Roger said he had written to Edith Todd of NAPP about Public Liability insurance but had not received a reply to date. Roger was not sure if Morva had spoken to Jo Scott about this so the item would be noted for the next meeting.</p> <p>Roger had spoken to Katie about the fact that there had been some complaints about the receptionist(s) at Steeple Claydon being rude. Katie had accepted this.</p>	Roger to check with Morva to see whether she had spoken to Jo Scott.

	<p>Katie said that the Steeple Claydon surgery now opened about 10 minutes before the first appointment at 8.00am so that patients did not have to queue outside.</p> <p>Hilary made the point that she had had to wait outside North End Surgery over Christmas for the same reason. Katie felt that this was unusual as the surgery there usually opened 10 minutes beforehand for the same reason.</p> <p>Hilary confirmed that she had produced the banner for the Hypertension display and also that she had chased Tesco along with many others including Pam, Michael &amp; Lynn!!! Pam told the group that the display for Dementia had been in Tesco the previous week.</p> <p>Roger said that he had forgotten to ask the Partners about the request for a £200 donation to the fund. If there was an immediate need, he said he would speak to the Partners immediately, however, if there was not, he would discuss this at the next scheduled meeting. It was agreed that no one knew of any urgent requirement for funds.</p> <p>Hilary had amended the Constitution as agreed and had circulated it with the previous minutes.</p> <p>Roger did not know if Morva had checked to see if the Practice had to provide an annual report to any of the authorities.</p> <p>Roger had found out it was about £50 to hire the Community Centre in Buckingham.</p> <p>Roger confirmed that the revamping of the practice website had still not taken place and Graeme offered to look at the website after the changes had been made and comment accordingly.</p>	<p>Roger to find out from Morva.</p>
<p><b>6/12 News from the surgery:-</b> <b>(i) Staff changes.</b></p>	<p>Staff changes:</p> <p>Lynn Dunford had returned to Masonic House as of 1 December 2012. Morva was now Acting Practice Manager,</p>	

<p><b>(ii) GP Commissioning.</b></p> <p><b>(iii) Check-in device at NES.</b></p>	<p>with Jo Scott in charge of Finance and Linda Hazlewood in charge of IT. Roger said this appeared to be working well and was going to run for six months when it would then be reviewed.</p> <p>Two new receptionists had been appointed at Steeple Claydon, Holly and Jenny, and they were doing very well.</p> <p>Roger explained that they are currently advertising for a Nurse Team Leader and are interviewing in the next week or so. The Doctors are also looking to appoint a new Partner to start, ideally, in August.</p> <p>The GP Commissioning meetings were still taking place in the northern locality. A debate was taking place on whether the BPCCC in the south of the area should amalgamate with United Commissioning in the north; a decision is expected soon.</p> <p>The new check-in device is up and running in North End and is generally considered a success. Graeme pointed out a couple of issues, which Roger noted and would pass on. Hilary commented on how good the receptionist had been at persuading the patients to use it whilst she stayed on hand to help if required.</p>	<p>Roger to pass on a couple of issues.</p>
<p><b>7/12 Surgery appointments – Lynn.</b></p>	<p>Pam explained a problem she had had in the surgery, where the patients had been kept waiting for a very long time with no explanation. Hilary was able to throw a little light on the matter.</p> <p>Hilary also mentioned that she had been asked on 2 occasions recently to come back and see the GP so many days later but had been unable to make those appointments until the day before.</p>	<p>Katie to discuss with Morva.</p>
<p><b>8/12 To receive a report from Graham and Mike about the "State of the Nation" meeting, 17<sup>th</sup> November 2011.</b></p>	<p>Graeme gave a report on his visit with Mike to the 'State of the Nation' meeting in November 2011. He and Mike had agreed that they had thoroughly enjoyed the day, had been made to feel most welcome and were privileged to have attended. Roger and Katie confirmed that everyone had enjoyed their being there. Graeme had been impressed by</p>	

	<p>how open everyone was in the discussions that had taken place and how all staff felt comfortable expressing their views on certain issues. Graeme also commented on how motivated the staff were. Allan agreed that this had been his observation when he had attended the meeting in the previous year. A few topics from the meeting that Graeme felt the PPG could be involved in:</p> <ul style="list-style-type: none"> <li>• An extreme weather plan was to be drawn up.</li> <li>• The idea of a drug delivery service was being investigated and in fact Dr Solola knew of our previous investigations and welcomed our comments.</li> <li>• An appointments working party was to be created to investigate how appointment making could be improved.</li> <li>• The new website which we could comment on.</li> </ul> <p>Graeme commented that the current appointments system was shrouded in mystery!! Hilary suggested that a notice was put up in each surgery explaining how it worked as very few patients seemed to understand it.</p>	
<p><b>9/12 Proposed visit from Sandy Gower, NAPP – provisionally Thursday 19 April 2012.</b></p>	<p>Roger reported that Sandy Gower was provisionally booked to come and speak on Thursday 19 April 2012. This was still to be confirmed.</p>	
<p><b>10/12 Review of the current Health Promotion Event: "High blood pressure, the silent killer".</b></p>	<p>The Hypertension display was due to begin in Steeple Claydon on Friday. Eileen and Lynn explained that originally the leaflets they required had been out of stock which had delayed proceedings.</p>	<p>Lynn and Eileen to set up at S C on Friday</p>
<p><b>11/12 Dementia display at Tesco.</b></p>	<p>The Dementia display had been in Tesco last week. A huge thanks was given to Pam, Rita, Lynn and Michael for its creation and to David, Pam's husband, for taking it all down. Lynn and Pam explained that Michael had set up an email address so that anyone wishing to get in contact with the PPG could do so. Lynn passed gave the address and the password to enable us all to see how many messages had been left. Pam confirmed that over 100 leaflets had been</p>	

	taken from the display during the week.	
<b>12/12 Next Health Promotion Event: March / April 2012 – “Asthma and Hay Fever”</b>	It was agreed that:  Asthma / Hayfever would take place at the end of March/April. Pam confirmed that she was struggling to get information on Hayfever. Graeme offered to help.	Graeme to help Pam obtain some leaflets etc for the display.
<b>13/12 Future Health Promotion Events: June / July – “Skin Care and Common Problems”.</b>  <b>October / November 2012 - “Arthritis”.</b>  <b>February 2013 – “Eye Disease”.</b>  <b>May 2013 – “Sexual Health”.</b>  <b>October 2013 – “Mental Health”.</b>	It was agreed that we would try and keep to the agreed schedule.	
<b>14/11 To discuss the PPG AGM - suggested date May / June 2012.</b>  <b>15/12 To discuss the Health Education Meeting, “Bones, moans and groans” – suggested date May / June 2012.</b>	The date for the AGM and Public Health Education Meeting called ‘Bones, Moans and Groans’ was agreed as Thursday 21 June 2012. Roger and Graeme will meet to discuss arrangements.	Roger and Graeme to meet to discuss and plan
<b>16/12 To discuss the PPG’s new email address – Mike.</b>	Roger thanked Mike in his absence for setting up the new email address.	

<b>17/12 To receive a report from the Hon. Treasurer.</b>	Thanks to Mike. Nothing changed on accounts this month.	
<b>18/12 News from NAPP especially the Annual Conference 2012, 26<sup>th</sup> May 2012, in Manchester.</b>	The Annual NAPP conference would be taking place in Manchester on 26 May 2012. Roger encouraged members to consider attending and confirmed that travelling expenses could be claimed. Hilary commented on how good the AGM had been last year.	
<b>19/12 Any other business</b>	<p>Roger confirmed that Tesco and Lloyds already delivered drugs and that a meeting of other DP practices was going to take place at some point to discuss this issue.</p> <p>Pam asked for clarification about medication review dates on prescriptions. Roger confirmed that if the message about needing a review had been removed or from the prescription or updated, then the review had taken place. Hilary said that she had not even noticed the message and Christopher agreed that he had not either. Hilary suggested that a notice should go up on a board to highlight this to patients. Roger agreed this was a good idea and that each surgery needed a PPG notice board.</p>	Roger to organise for PPG noticeboards to be put up at both surgeries.
<b>20/12 Date, time and place of next meeting.</b>	30 March 2012 at 7.30 pm at North End Surgery, Buckingham.	

**Signed:** ..... **Chairman**

**Date:** .....