

EAGLE HOUSE SURGERY

Patient Participation Group

Minutes from Meeting 11th February 2014

1. Apologies: Hilary Over, Felicity Brown, Sylvia Hixson-Andrews, Jimmy Hamilton-Brown, Edward Watts (post meeting)

Present: Adrienne McIntosh, Lynn McGrath, Sarah Dummer-Wade (Practice Manager), Peter Anthony (IT Manager – EHS) and Keith Harrison (PPG development worker)

2. Matters arising from last meeting
 - Terms of Reference were agreed as accurate
 - Election of chairperson – deferred to next meeting

3. Feedback from recent meetings

3.1 North Dorset Health Network meeting attended by SHA. Keith confirmed that 30 people had attended the meeting from across North Dorset. It was an excellent networking opportunity and included significant discussion about Patient transport. Next meeting – April, date to be confirmed

3.2 Blandford Health & Well Being event attended by EW & SHA. Keith confirmed that it had been a positive meeting with a 3 or 4 day event planned for around 20/21/22 September. The Dt11 group will be leading on co-ordinating the event and have identified 3 broad themes (i) Health Awareness / Promotion (ii) Diet, nutrition and lifestyle choices and (iii) Active lifestyle focus – fun run, picnic, fitness promotion. Next meeting Mon March 10th, EH & SHA had indicated their intention to attend.

3.3 North Dorset Patient Chairs group – EW had been unable to attend but there were 4 reps from North Dorset PPGs. The meeting included a presentation from a Somerset representative about their experiences of setting up a similar forum. Next meeting – March 11th 10am – Lynn to attend on behalf of Eagle House

3.4 Keith reported that one of the outcomes of the DT11 group meeting was that he will be working with them to produce a Blandford wide directory of services that support health and wellbeing

4. Review of Eagle House Web site with Peter Anthony – Peter described that our web site had been provided by a company that specialises in web design for practices and that there are some limitations to what we can change, however he was keen to encourage critical review from the PPG and would welcome feedback from them regularly about the style and content of the web page. Comments from members present:

Please could we have more detail about the staff at EHS – photos and biographies

Please could surgery times be more specific

Please can patients register via the web site for on-line services

Peter confirmed that registration for repeat prescriptions is currently possible but booking appointments on-line will not be available until we have upgraded our database system (May 2014)

There was a further question about whether parents could sign up for their own children's repeat prescriptions on-line – PA to investigate

Suggestion that different members of the PPG could review specific areas of the web site and provide feedback direct to Peter. Keith suggested this could be done compared to other local surgeries' web sites. SDW to draw up list:

Home page and associated – Lynn	compare with WhiteCliff Mill Street
Prescriptions – Adrienne	compare with Abbey View, Shaftesbury
Opening times – Edward	compare with Gillingham
Appointments – Hilary	compare with Sturminster Newton
Clinics & Services – Felicity	compare with Apples, Sherborne
Tests & Results – Jimmy	compare with Stalbridge
New Patients – Sylvia	compare with Bute House, Sherborne

5. Any other business

5.1 Sarah shared news about changes within practice staff team. Dr David Burlton will be retiring at the end of March and will be replaced by a new partner – Dr Seema Bhargava. Interviews are happening this week for a new nurse team leader and there will also be an internal promotion to create a new admin/reception team leader during the next month

5.2 Keith requested attendance at next meeting to discuss national PPG week in June

5.3 Keith provided information about a new service that will provide health coaches for people who are struggling to manage with a health condition

5.4 Blandford Fly – request from Blandford Town Council for support from Eagle House to lobby CCG for continuation of annual funding for spraying of river banks. SDW to discuss with partners

6. Plan for next meeting –

March 18 th	How to increase membership Chair/Secretary Feedback on website What now?	SDW to invite the new team leader to attend
April 15 th		
May 20 th	Review frequency of meetings	