

## Pencester Surgery

### Patient Participation Group Meeting

Tuesday 5<sup>th</sup> August 2014

Minutes for 14<sup>th</sup> October 2014

Those present :

Julie Hooper – Practice Manager

Michelle Goodwin – Receptionist Manager

Mike West – Chairman. Ronald Spencer, Jean Bryant, Angela Condon, Lesley Gordon, Geraldine Butchers, George Higgins, Georgette Rapley, John Richards.

Apologies for absence

Welcome Dr ?.

The minutes of the August meeting were read, discussed and confirmed.

Matters Arising

**LC** gave a substantial report on the current situation of the Pilgrims Hospice, Canterbury, which included the resignation of the Hospice Chairman.

**JR** Had supplied the information on the new “Hospital” that we had received from Julie Hooper, for which JR was thanked.

White Lining in the Surgery Car Park was mentioned but because of a leaking roof problem which was more important, had to be put on the back burner.

**MW** Gave an overview of other practices in the area and how they ran their PPG’s which in one PPG they ran a fund raising program to raise money to help in the purchase of items of a non financed nature. Also included was having evening meetings of the PPG’s. **MW** advised that we were still not “getting through” to the patients and perhaps the PPG committee could be advertised on the attached prescription sheet rather than relying on patients reading paperwork left on tables etc and further advised that whilst the Pencester Surgery had a web site there was a lot to be desired on its content and should be put on the agenda for the next meeting.

**GR** Mentioned the subject of Alzheimer’s Disease which, because of the seriousness of the disease, is it possible for these patients have a different place to wait while waiting to see the Doctor. **GR** further advised that some children’s repeat prescriptions go on too long without being reviewed

**MG** Advised that all medications were reviewed yearly. **GR** also mentioned that a Carousel Ward for young children could be introduced at the new “hospital” to administer injections and other painful incursions.

It was also voiced that anything that was agreed by the PPG should be passed on to the Doctors in the practice and they, in turn should get back to us with their views.

**AOB**

It was voiced that PPG meetings could be held on a Saturday

**JR** Gave a good piece of information relating to the future of the Dover Health Centre and our (Doctors working a roster involvement) at that clinic.

**JR** Said that meeting's in the Reception Area downstairs was virtually impossible because of the patients being present most of the time.

The meeting closed at 17.20hrs

Next meeting Tuesday 14<sup>th</sup> October 2014 **18.00hrs**