

## Patient representative Group Meeting 14<sup>th</sup> June 2012 7.30 pm

Present: John Lawler, Kevin Gover, Michael Pooley, Mike Taylor, Leslie Lowenthal, Louisa Gilboy

Apologies: Alison Strong, Gordon Robertson, Leckhampstead parish Clerk, Ian Whipp

Minutes of previous meeting 15/09/11 – agreed a true record of meeting  
Actions for minutes – None

Introductions and welcome to new members Louisa Gilboy and John Lawler

Leslie L explained that the previous meeting scheduled for November was cancelled due to staff changes. This committee can now be re-established and the work continue forward. The committee brief is to discuss relevant Village Issues and represent the Practice Patients. The PCT support and encourage Practices to have Patient Representative Groups and to listen to the patient voice, which includes a survey of patients. It comes under a “DES” (Directed Enhanced Service)

### REPORTS

*Mike Taylor (Chieveley)* – At a recent Parish Council meeting it was queried why the car park plans have not been implemented. Planning Permission was eventually granted following objections, but the conditions imposed were not viable. On submitting a revised less ambitious plan, permission guaranteed for 5 years only, and possible return to current state after the term. This was considered too great an expense for the Practice for such a short term.

The Practice could investigate whether permission for the revised plan could be approved for the length of time it continues to be a Doctors Surgery.  
The PCT may be approached to support with funding, but as PCT's are being disbanded, this is unlikely at present. Approx cost £12,000.

*John Lawler (Hermitage)* – Hermitage Parish Council are in the process of building a new village hall, and would be interested in any clinical services that could be provided in the hall. This could be something the Health Visitor service would be interested in, may be linking with a mother and baby/toddler group. LG to pass on Health Visitor contact details. A major consideration for most other clinical offerings is IT. The PCT currently funds IT, but, as stated above, will be disbanded next year and the alternative IT support has not yet been decided. The practice clinical IT systems are not cloud or wifi accessible, and secure dedicated IT provision and communication lines, both IT and telephone would be required for even a basic service. This would have a great cost implication and is unlikely to be approved by the PCT. The IT and phone links between Compton and Chieveley are very unstable, and causes numerous problems, yet even an appropriate upgrade here is not supported.

*Kevin Gover (Hermitage)* – Has a contact (Tim Benson), who is experienced in primary care IT. LG to contact him.

*Mike Pooley (Chaddleworth)* – The Ibex is not trading at present and, despite requests via the village newsletter, no alternative has been found for the prescription collection. It is hoped the Ibex may reopen in the near future and re commence this service for the village.

*Leslie Lowenthal (The Downland Practice)* – Further changes to the Practice are nigh. Dr Mary Dyson will be retiring in September, and Dr Lewenthal and Dr Cave will be reducing to three quarter time. Therefore interviews are being held this week to recruit two new Partners to fill these vacancies and ensure the clinical provision is maintained. One full time and one half time partner will hopefully be recruited. This is a good opportunity to consider the best way for the Practice to support the Patients, especially when home visits are necessary. It may be that Dr Lowenthal's and Dr Dysons Hermitage Patients will be invited to meet the new Partners and consider moving onto their Patient lists.

DES requirement is that a Patient survey is distributed amongst a representative group of the Practice Patients to gather their views on the surgery offering. A questionnaire had been compiled last year, and this was reviewed. A simplified version will be distributed with the aim of a deadline of the next meeting of this group.

Other comments – web site looking a bit lame. Will investigate alternative “site in a box” and other Practices web site providers.

Date of next meeting: 13<sup>th</sup> September 7.30 pm.