

PATIENTS PARTICIPATION GROUP

LAKESIDE SURGERIES, St Neots

Date: 6th November 2019

Meeting commenced at 17.30 pm

Present: Tony Clark (Chairman)
Lynne Stevens (Treasurer) (*taking minutes for this meeting*)
Roz Venner, Karen Bradford

Welcome to: Sue Beamon, Claire Currington, Bob Hayle, Vivien Saunderson,
David Venner,

Special Guest: Georgina from the Timebank

Lakeside Representative: Dr. Robin Baxter (representing Lakeside St Neots Practice)

Next meeting: 28th November 2019 at the Priory Centre 6 pm – 7.30 pm
the “CCG BIG Conversation”

1. APOLOGIES

Arthur Mason
David Richardson
Sarah Parren (Hub/Practice Manager)
Alison Walter of the St Neots Volunteer Centre

2. INTRODUCTIONS

Tony introduced himself to the new members and then had everyone introduce themselves.

3. MINUTES OF THE PREVIOUS MEETING & UPDATES

Minutes from the last meeting agreed as correct and as true record.

Copy already held by Sarah Parren for filing on surgery records.

Sarah Parren

4. DR ROBIN BAXTER – representing LAKESIDE

Dr. Baxter explained he has been with Cedar House Surgery for 18 years, of which 17 years he has also been a Partner.

He gave an update on the surgery merger and confirmed they are still trying to resolve issues, including phones and the difficulty getting appointments.

Tony & PPG members thanked Dr. Baxter for attending the meeting.

Dr. Baxter, for info

5. HEALTHWATCH

Tony gave an update on the content of the meeting for all PPG's in the Huntingdonshire area, held in Huntingdon, on the 5th November, including :

- Access to free exercise through One Leisure for patients who may need the services for Health & Social Care
- Healthwatch are looking at Dental issues in the area.

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6. TIMEBANK PRESENTATION

Georgina explained how the Timebank can about The St Neots Timebank holds The Chartermark plus numerous prestigious awards and achievements.

In March 2012 she formed the St Neots Timebank, and to date their services, including 2 therapy dogs, has completed 9,503 hours of exchange.

The main aim of the Timebank is to help local people, particularly the elderly.

It was agreed that we could display their Poster on all 3 surgery PPG noticeboards & Georgina said she would drop off 2 more to go with the one already assed to Lynne who would ensure they are displayed.

The Posters detail much of the help and assistance that is available and how to get help.

Regular coffee mornings are held pus a members evening on the 1st Monday of every month.

Tony thanked Georgina for her very informative presentation and said we would do everything we can to help publicise the work they do.

7. DEMENTIA PROJECT

- Tony confirmed that due to time this will now be discussed at the next but one meeting. The next meeting will be at the CCG Big Conversation meeting at the Priory Centre.

6. ANY OTHER BUSINESS:

- PPG Committee

Tony reiterated the fact that we urgently need a member of the Committee to volunteer to take the minutes at meetings and type them up for circulation, as although Lynne's taking the minutes today she is already busy creating all the posters and arranging printing, laminating via the Surgery, then displaying on the 3 PPG Noticeboards, 1 is located in each surgery.

Lynne mentioned that the ESHC noticeboard is brilliant as it allows room to display all the Posters we want but the other 2 are much smaller, with the one at DMC being rather high, she has to take her steps to put them up as she is a bit "height challenged" (Lynne's words).

- PPG Bank Account Balances

Balances remain unchanged since last meeting:

Business Community Current Account -	£ 1033.23
Business Active Saver Account -	£ 412.09

Lynne pointed out to Dr. Baxter there have been no deposits for book sales, & he confirmed that he would mention this at the Practice.

Lynne mentioned that since taking over as Treasurer in early 2018 she found that the accounts had not been audited so in May 2019 she produced a set of accounts (starting at December 2017) that have been submitted to Sarah Parren, Practice Hub Manager, for auditing by Lakeside Accountants. As yet she has not received any feedback / confirmation that everything is in order.

Sarah Parren

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- Annual NAPP Conference

Tony explained that he is now a member of the **National Patient Participation Group** Committee. He is not sure how much time he will have available so he may not have as much time available; he will know more after his first meeting in December.

As a member of NAPP the Lakeside PPG can send 2 members to the 1-day conference, costs would be covered, and Tony would like the 2 members of the group to consider attending.

- PATIENT REFERRAL ISSUE

A member of the PPG advised that a relative had phoned mid-afternoon on a Friday requiring an appointment to see / speak to a Doctor urgently that afternoon. They were advised that the surgery was "over-subscribed" and that no appointments were available and that they would need to go to the St Neots Walk-in Centre that evening.

As Dr. Baxter had already left (due to other commitments) Tony asked that this information be referred to the Surgery for follow-up as it does not seem normal practice.

Dr. R Baxter / Sarah Parren

Meeting closed at: 19.05 pm

NEXT MEETING: Thursday 28th November at 18.00 pm – 19.30 pm

Location: at the Priory Centre - "CCG BIG Conversation"