



Minutes of a meeting held on Tuesday, 24th April 2018 at 7pm

Present: Jan Snaith (CC) (in the Chair), Dr. Zoe Rogers (ZR), Kim Jones (KJ), Daphne Dru (DD), Keith Knight (KK), Lannie Staff (LS) and Gail Wellings (GW)

Apologies: Dr. Debra Hemsley, Dr. Rashmi Sawhney, Christine Croft and Mohammed Rafiq

1	Welcome and Apologies for Absence: Apologies as above.
2	<p>Agenda</p> <ul style="list-style-type: none"> • Confirmation of Minutes & Matters Arising • Update on CCG • PPG Networking Group • Building Works Update • Car Parking and Deliveries • Engagement Steering Group (ESG) • Update on Surgery's progress – Projects & Initiatives, Systems and Staffing • AOB • Date of next PPG Meeting
3	The Minutes of the previous meeting were duly confirmed.
4 & 5	<p>Update on CCG and PPG Networking Group: DD had been to meetings and had found it most useful chatting to members of other PPGs to see what they were doing. The CCG has an action plan, which they appear to be gradually going through, though the same people seem to attend the various meetings. The last meeting began too early for most people and they had requested that the meetings begin later. DD would be happy to represent Riverside. Nothing has come as yet of the PPG Networking Group.</p>
6	<p>Building Works Update: Parking is now permitted for 3 hours, which avoids those who wish to park for the whole day and helps a little. Following a protest to the Deputy Mayor by ZR, it has now been agreed that the little car park opposite the Surgery will remain for its patients.</p>
7	<p>Car Parking and Deliveries: There have been problems with cars getting blocked in by the big trucks delivering, but, hopefully, this too has been resolved. It is not the companies who are located there (who were most co-operative), but other companies delivering who were not so helpful.</p>
8	<p>Engagement Steering Group (ESG) meets monthly to discuss ways of engaging patients in their care. It is quite a commitment and some</p>

	<p>very experienced PPG chairs attend. DD will continue to attend these as often as she can. LS agreed to go with DD at a time arranged between them. ESG are working hard to improve the ratings of the CCG and are getting people involved in the hope of achieving this. They are working on dementia care and memory and trying to improve the sharing of patient records in the Bucks, Berks and Oxon area. ZR said that from the doctors' point of view it does seem to be improving. At present it covers only Stoke Mandeville and Wycombe, but they are working on a national need now. People come in and give presentations – maybe cover Wexham Park and Oxford. The aim is trying to keep people in their homes and have carers rather than in hospital. The funding for these things is confusing as it is split between Healthwatch and others. They want to change the name from Accountable Care Systems to Integrated Care Systems, which describes it better.</p>
9	<p>Update on Surgery's Progress – Projects & Initiatives, Systems and Staffing: There have been a number of staff off sick this winter. We have a new part-time Pharmacist starting and a mature new practice nurse. Referral appointments can, in theory, now be changed, which saves paper. Our triage system seems to be working well and is seen in more and more Practices. Our nurses are also involved in triage. From 13 June, we will be on X-ON – Surgery Connect on a cloud with many lines – a great improvement on our present eight. X-ON has many capabilities and we may eventually use more of these.</p>
10	<p>Any Other Business: DD commented on our website, which was extremely stale in much of its information. It should be a priority to get it up to date. One lady had had a review taken off the site because it was offensive and it was put back but there was hardly anything on there and many people have very positive experiences with the Surgery which are not there. KJ would try to get the website person to work on bringing it up to date.</p>
11	<p>Date of next PPG meeting: Tuesday 24th July 2018 at 1900</p>
	<p>JS thanked everyone for their time</p>