**The Mortimer Surgery**

**Patient Participation Group**

Notes of the meeting of the Patient Participation Group held on Thursday 18th April 2024 commencing 18:15 hours.

Summary of Actions Agreed:

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| Minute | Action | By whom |
| 04/ | Bring ideas for promotion of the surgery performance to patients to the next meeting | All |
| 05/ | Laminated and printed posters | EVM |
| 05/ | Pdf of poster to JB | EVM |
| 05/ | EH to distribute posters  | EH |
| 05/ | SC to send email addresses to JB | SC |
| 05/ | JB to contact speakers and establish programme | JB |
| 05/ | Recruit helpers for set up | All |
| 05/ | Ask Explorers for help to set up? | ML? |
| 05/ | Publicise on MVP Facebook page | JB |
| 05/ | Text T2D patients with meeting details | PP |
| 06/ | Follow up PPG awareness week material | JB |

Present

Chaired by Shirley Cullup (SC)

Iona Cola IC

Mollie Lock ML

John Bagshaw JB (Vice Chair)

Holly Raynor HR

Maryam Rizwan MR

Simone Pulleyn SP

Diana Marlow DM

Brenda Neeves BN

Jean Wates JW

Eddie Holweger EH

John Miller JM

Practice Staff

Eva Van de Meuren EVM

Dr Mark Green MG

Apologies

Mentioned not present

Penny Palmer PP (Practice Manager)

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| --- | --- | --- |
| No. | Discussion Item | Action |
| 01/ | Welcome & Apologies for Absence:SC opened the meeting and welcomed everyone.  |  |
| 02/ | Declaration of Conflict of Interest:None were made. |  |
| 03/ | Matters Arising The minutes were read through and approved. Action items from the last meeting were all completed. |  |
| 04/ | Surgery UpdateMG reported on developments since the last meeting. Phlebotomy was still a problem, but a new employee, Balasz, will be starting soon and there is another in training. Funding has been renegotiated but the new rate postponed until July at the earliest. If it starts it will allow more appointments to be offered. The dispensary has been affected by staff sickness and holiday but is improving again now. A new computer system will be introduced in the autumn which will bring us in line with other local surgeries using the EMIS system, and all efforts will be made to minimise disruption. Karen is now permanent in reception, but occasionally they are down to 1 person on duty. Eva will be retiring in July. JM asked why the pharmacy and dispensary had to close over lunchtime. MG explained that catch up time was needed to cope with the demand, which is the heaviest in West Berkshire. Normally the dispensary opens 9 – 12 noon and 2 – 6 pm, but they have had days when they were closed until 4pm after lunch. Pharmacy opens 9 – 1pm and 2 – 9pm. All facilities have had to deal with extra demand since the withdrawal of Lloyds Pharmacies from the UK. The Pharmacy First scheme is available now allowing patients with a small range of conditions, such as insect bites, UTIs in the under 65’s, coughs, shingles etc. to see a Pharmacist directly without consulting a GP.The group discussed the generally very good performance of Mortimer Surgery and how this could be communicated effectively to patients. Ideas for leaflets, notices and the position of noticeboards were discussed. SC asked members to think about this and bring ideas to the next meeting.  | All |
| 05/ | Public Meeting – action plan updated and attachedThe title has been set as:*“*TYPE 2 DIABETES - HEALTH PROMOTION. AVOIDANCE & CONTROL.” The student members with EVM have produced a poster which was admired by all. EVM will get laminated copies produced and also printed copies (agreed 30 with JB initially) and post them on reception and string along behind reception. EVM to send pdf to JBEH will distribute posters on local notice boards. Hall booking and AV equipment have been secured by JB.Speakers have been booked by SC.JB has drawn up a draft programme but need to agree running times and titles with speakers, SC will send email addresses to JB for this.HR,and IC are away for the event so some help may be needed to set up the hall. MR is available. SC asked the group if they could recruit any friends/relatives who would be able to help with moving chairs etc. A suggestion was made that the Explorers (senior Scouts) might be able to help as a voluntary task. Someone could contact them to ask Publicity will be by posters, MVP Facebook (JB), and PP can text T2D patients directly to notify about the meeting | EVMEVMEHSC / JBAllML?JBPP |
| 06/ | AOBJB talked through his report on the recent West Berkshire Patient Panel meeting. An awareness week for PPGs is set for the week of 3-9 June and some material may be made available that we can use to publicise this and our own meeting. JB to follow upSC reported on the North and West Reading group meeting. Mortimer Surgery was recognised within the BOB area as performing well.  | JB |
| 07/ | Date of next meetings:13 June26 June – public meeting12 September14 November19 December |  |

Minutes approved on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Chair

Action Plan – DIABETES public meeting 26th June 2024

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| --- | --- | --- | --- | --- |
| Item no. | Description | Action | By whom | By when / done |
| 1 | Event title, format, location | Title agreed, TYPE 2 DIABETIES HEALTH PROMOTION. AVOIDANCE & CONTROL.format specified, hall identified | SC/MG | Done |
| 2 | Programme  | Agenda prepared with list of speakers and timings plus possible titles of presentations. JB to contact speakers and agree these, SC to supply email addresses | JB / SC |  |
| 3 | Hall booking | 26th June, 5.30 – 9 pm | JB | Done |
| 4 | Hall layout | Theatre style, with a lectern and top table (on the stage if space is limited, otherwise not) central and side aisles.One or two table displays around the edge for Diabetes UK if wanted and possibly fitness organisation.Plan of hall layout to be done once support organisation list finalised. No response from DUK as yet. | JB | 13/06 |
| 4 | Advertising – Posters - distribution | Posters around village. EH to distribute. JB to help with some if neededSome to be posted further afield? i.e. Burghfield (Café B?), Padworth, Grazeley | EH | When available |
| 5 | Advertising – poster design and production | EVM and students have designed posterProduce laminated posters for notice boards – 12? And paper posters for distribution, e.g. in library – 30Send pdf to JB | EVM/studentsEVMEVM | Done  |
| 6 | Advertising - MVP | MVP website and newsletterArticle deadline 24 May – written and sent to PP for approvalMVP calendar entry | JBJB | May newsletter done |
| 7 | Advertising – local magazines | Entries for Padworth, Burghfield, Sulhamstead, Village Eye, others? | JB | e.o. March |
| 8 | Speakers  | SC for intro and Health and SafetyDr Green for overview, impact on surgery, incidenceDr El Saeed – keynote speaker, plus Dr Theingi Aung on Obesity and Stef Irfan on Exercise referrall |  | Booked |
| 10 | A/V equipment | JB asked Mike Nicholls for projector and screen again - agreedAlso ask if they have a mike stand | JBJB | Done |
| 11 | Table displays | JB has asked Diabetes UK if they can provide a speaker, but we have enough now, so if they come back we will invite to have a table top stand | JB |  |
| 11 | Kitchen / catering | C’tee decided against providing refreshments other than having water available. Small bottles to avoid need for cups. SP can provide these, surgery will reimburse | SP  | Event day |
| 12 | Sign in / name badges |  tbd |  |  |
| 13 | Hall access and lock up | Keys from Dad’s Shop and return to them | JB | Event day |
| 14 | Parking and disabled spaces | Parking available by Dad’s Shop, and in front of church. Disabled spaces are marked in front of the hall. ? to supervise parking | ? | Event day |