

Minutes of the Acorn Surgery Patient Participation Group (Acorn Patient Team)

28th March 2017, 6-7pm, Room G89, OakTree Centre, Huntingdon

Present: Martin Wilsher (Chair), Claire Holman (Vice Chair), Dean Bloom (Treasurer), Trish Hawitt Palmer (Acting Secretary – [remove](#)), Peggy Clark, Roger Bruce, Verena Bruce, Brian Shoesmith, Chris [Osborne](#) Osbourne, (Paul Westerman [remove](#)), Isobelle Wynn, Mary Blackhurst-Hill (Minutes Secretary), [Robert Mulroy](#) ([add](#))

Agenda item		ACTION
1. Welcome & Apologies for absence	Apologies were received from Carol Primett and Paul Westerman	
2. Minutes of the last meeting	The minutes of the last meeting in February were signed by the Chair as a correct record of what took place.	
3. Matters arising	<p>Peggy reported on the homeless in Huntingdon. There are few instances of homelessness in Huntingdon as people are moved onto Cambridge. For those not classed as vulnerable there is a little publicised service, "Single Homeless Service." Trish to include this in the Spring Newsletter. A Facebook page exists, "Helping Huntingdon Homeless and Surrounding Areas." The women running this page travel to Cambridge every night handing out soup, sandwiches and comforts. When cases of homelessness are reported to them they respond quickly. Thanks to Peggy for her research on this.</p> <p>It was pointed out that the Huntingdon Neighbourhood plan is the Town Council and Parish Council plan.</p> <p>Bobby received her award in London today (28th March). Trish to send out a press release about this.</p> <p>Dragana was unable to attend the meeting to present her Day in the Life. This to be rearranged.</p>	<p>THP</p> <p>THP</p> <p>THP</p>
4. Treasurer's report	<p>The Treasurer tabled details of the financial situation and reported that the balance currently stands at £525.67, with a further £51.92 to be paid in from recent book sales.</p> <p>Dean brought in a fresh supply of books.</p>	
5. Practice Merger Update	<p>A memorandum of Agreement has now been signed by all three practices. This will take things forward with a timescale of 1 April 2018, provided it goes ahead. An Executive Merger Group has now been appointed, involving GP representatives, the practice managers and a Primary Care Advisor.</p> <p>The advert for a project manager goes out next week. The appointed individual will be looking for examples of best practice to implement across the new Organisation.</p> <p>THP encouraged everyone to put questions to her by email so she can make up a list of FAQ.</p> <p>It was emphasised that these are early days and many questions cannot be answered at present.</p>	ALL
6. AOB	1. Spring Newsletter: Terms of Reference for the PPG to be	

	<p>outlined in this letter to make it clear that the group is not primarily a fundraising group, but serves to support the practice in service development. Trish to distribute the terms of reference to the group. Some discussion ensued as to the role of the group and value it provides. THP stated that Terms of Reference were to be reviewed biannually and would appear on the next agenda.</p> <ol style="list-style-type: none"> 2. Outstanding Rating to be publicised in a press release, in a banner within correspondence, in the Newsletter above and in the waiting room. 3. GP Online. Patients may need training in using this service. The service is provided externally and the practice merely uploads appointments to be allocated to users. There is little the practice can do about the service. THP to raise the issue in the staff meeting on Thursday 30th March. 4. Some patients have objected to the receptionists asking them why they want an appointment. Although receptionists have training in customer service a standard script could perhaps be used. The following was suggested as a starting point, "So I can help you properly, may I ask you for a brief description of what's wrong/why you're calling?" At the moment, there is no standard script and sometimes conflicting messages result. 5. It was suggested that Patient Issues could perhaps be a standing item on the agenda. Martin made the point that third hand reporting is subject to Chinese whispers. 6. Verena, Roger and Robert offered their apologies for the April meeting in advance. 	<p>THP</p> <p>THP</p> <p>THP</p>
<p>7. Date of next meeting</p>	<p>Tuesday 25th April 2017, 6pm</p>	