

Patient Participation Group
33rd Meeting – 10th January 2017

Those Present :- Sheila Pearson, Maria Power, Elizabeth Carless,
Jeremy Pinner and Dr Amin Kanji

Apologies :- Heather Dempsey, Victoria Bellamy, Angela Townsend
Alex Britton, Diana Westray and Francesca Wall.

We welcomed Dr Amin Kanji to the meeting.

The Minutes of the last meeting on 15th November 2016 were agreed.

1) The Care Quality Commission

Jeremy Pinner informed us that The Care Quality Commission had been made aware of various anomalies, which had been recorded in their report. They have subsequently upgraded the Practice to Good overall.

This was accepted well but disappointing as at the visit all those involved had been lead to believe the practice had been regarded as excellent.

2) Availability of Wi fi.

We were told that Wi fi was now available in the Hughenden Valley Surgery waiting room and that routers were to be installed in the Prestwood Surgery waiting room on Thursday of this week.

3) Mental Health Provision in the Practice and local Chiltern CCG

Recently there has been a lot of National coverage about the lack of NHS provision for those with mental health illness.

It was asked whether there had been any difficulties experienced within the Practice with provision of mental health care for our patients ?.

Dr Kanji informed us that mental health care was generally divorced from general practice these days and that it was provided by the Mental Health Trusts and NHS Mental Health.

The Community Psychiatric Nurses provide care in the community and they were the link between the patient, hospital care and general practice.

4) Ear Syringing and Audiology Services

There has been some patient dissatisfaction with the service provided by the Practice for ear syringing for chronic wax sufferers.

It was asked whether the protocol for ear syringing had changed as the patients were now being asked to make an appointment with the nurse first.

Dr Kanji said that the Practice no longer recommended regular ear syringing as water syringed into the middle ear could cause the ear drum to become inflamed or infected and in some cases perforated.

The patient is now asked to see the nurse first who will take a history and make an assessment.

It is now recommended firstly to soften the wax by olive oil/ sodium bicarbonate for two weeks. After this period of time often the wax dissolves and disappears.

The nurse will assess the ear again; if wax persists causing problems an appointment will be made for syringing or the suction method provided by Dr Steven Brown at the Millburn medical Centre.

Audiology Services

The Chiltern Clinical Commissioning Group is now providing

- 1)) Ambulatory Audiology so patients can have hearing tests in their own home
- 2) Private audiology testing with Spec Savers, who are now providing a very good service in their shops and will visit schools.

They assess for and provide a wide range of hearing aids.

5) Pain Control Talk

The next talk to be arranged by the Patient Participation Group is to be on “ pain control “. The date has to be decided i.e. end of March or in April.

Dr Evans has been approached and has said he is willing to come if we can find a suitable date and time for his talk .

E.C. has approached the Hughenden Village Hall, which is to be the venue again and has been provided with some dates.

Sheena Joliffe has said she is willing to design the posters and handouts.

Coffee, tea and biscuit refreshments were popular at the last evening so suggest we provide them again.

Arrangements to be discussed at the next PPG meeting.

The next PPG meeting is to be held at 6.30pm on 28th February 2017 at Hughenden Valley Surgery.

Elizabeth Carless