

## Marlow Medical Group Practice Meeting Minutes

18<sup>th</sup> March 2025 – 6pm

Attendance	
Chair	Hilary Parsons
Minutes	Jo Braybrooke
Attendees	
MMG	Victoria – Practice Manager, Annie Mulady - Patient Service Officer
PCN	
PPG	Jo Braybrooke; Jane Osborne, Sandie Anderson, Libby Bower; Jan Sambrook; Jane Osborn Perminder Nandhra; Karen Fraser; Mark Parsons (new member)
Apologies	Chris Charlton; Gail Ormiston-White

Introduction and Minutes	
<p><b>Minutes of last meeting – approved</b>  Mark Parsons was introduced to all  Hilary will sign and send minutes, (when agreed by all) to Perminder to upload onto the web site.</p>	
Outstanding items from previous minutes	
	<ol style="list-style-type: none"> <li>Healthwatch Week – Karen had investigated and sent some suggestions to members by e-mail.</li> <li>Tabards</li> </ol>
	<p><b>Actions/Decisions</b></p> <ol style="list-style-type: none"> <li>Agreed we should focus on maybe on item a month starting with April – Stress Awareness Month  Hils will set up Facebook page and Karen will provide further relevant information. This could show we are actively endeavouring to impart information and also hopefully gain more volunteers.</li> <li>Tabards – MMG have agreed to pay for these. Sandi has a contact and will obtain prices.</li> </ol>
Customer Survey	
	<p>Mark and Perminder had worked on this and had sent results to members and distributed document again at the meeting. Mark expanded on the survey in detail and felt that it was an excellent response.</p> <p>However his main concern is that there is no point in carrying out a survey and not giving those who bothered to reply, some feedback. It is appreciated that there are some concerns that nothing can be done about but this should also be portrayed to the responders.</p>

	<p><b>Actions/Decisions</b></p> <p>Important to give information back to responders asap even negative replies. It is noted that a lot of comments were on parking but Penny McDonald did not wish any persons to stand in the car park and ask if people were visiting the drs. It was suggested maybe a sign saying “Parking for surgeryonly” might help deter those using the car park to go elsewhere.</p> <p>It was agreed that communication was most important for all aspects of the PPG and to promote the PPG generally.</p>
<b>Complaints Process</b>	
AM	Annie explained the complaints process and assured members that no complaints were noted on patients’ records. The complaints procedure is password protected and only those involved are in a position to access. The complaints are investigated with the relevant clinicians and a response is written to patients with the information following investigation.
	<p><b>Action/Decisions</b></p> <p>The above should be communicated to patients as it was felt some people did not feel comfortable making a complaint but the procedure should be explained fully and this should allay their fears</p>
<b>Dementia – diagnosis and support</b>	
VS/AM	Noted that there is an 11 month waiting list for the memory clinic. Jan asked if it is possible for drs. to give a diagnosis which could result in earlier treatment.
	<p><b>Actions/Decisions</b></p> <p>Jan informed the meeting that Dementia of Marlow had funds available and she would like guidance on how best these could be used. Victoria and Annie would have discussion with the partners and report back</p>
	Noted that Dementia Awareness Week is 19-25 <sup>th</sup> May – could this be promoted in the surgery and on the PPG facebook etc.
<b>15 Steps/Health Watch tool</b>	
ALL	<p>Hils had sent the link previously to committee.</p> <p>Fiona from Healthwatch was happy to set up a team meeting which she can adapt for Marlow surgery.</p>
	<p><b>Actions/Decisions</b></p> <p>Anybody interested in taking part to contact Hils asap</p>
<b>Artwork for Surgery</b>	
HP/ALL	Hils had met the Head of Artists (at the Arc Café.) These are all local artists (9 in total) who would be prepared to exhibit their paintings in the surgery waiting rooms and change them regularly. These would have a small sticker on them with a price if people wished to purchase.
	<p><b>Actions/Decisions</b></p> <p>Agreed it is a great idea and would keep the waiting rooms looking different and fresh . Suggested looking at other surgeries to see how they display paintings, notice boards etc.</p>

PPG Web Site	
ALL	Hils asked that everyone have a think about the information that would be best to be given on the web site and how to keep it up to date.
	<b>Action/Decision</b> Discussion for next meeting..
AOB	
	1. Jan asked if we would like someone from Hambledon area to join the committee 2. Libby asked if the notices in reception could be made more prominent 3. Perminder had taken out repetitive information on both the PPG and MMG web sites. 4.
	<b>Actions/Decisions</b> 1. Agreed it would be a good idea. Jan will put something in the Parish magazine. 2. Agreed 3. Information would be put on the PPG web site then linked to the MMG web site.
Next meeting	
	Tuesday 29 <sup>th</sup> April – 5pm – at the surgery
	<b>Actions/Decisions</b>
Meeting closed	
	The meeting closed at 6.15pm
	<b>Actions/Decisions</b>

Dates of future Meetings	
Monthly	