Notes from the PPG meeting held at the surgery 8th Nov 2017 at 18.30

In attendance

Jean Gange

Geoff Townley

Paul Lardner

Ken Clay

Mel Watson

Nigel Tobin? from Creative Parking

Apologies

Susan Barton

Liz Simpson

Jill Sadler

Carolyn Hill

Topics discussed

\*Geoff agreed to chair the meeting this evening and thereafter it will be rotated around the group. Paul will be next followed by Ken. Jean agreed to do the minutes each time so as not to be chair at any meeting.

\*Extensive discussion of car parking. Action is required as no progress has been made with discussions with the GPO. The partners tomorrow will discuss the possible introduction of an automated number plate recognition system. Patients will be required to register their car number plate in the surgery so as not to have a £60 parking fine. Issues of confidentiality were raised eg. if someone wanted to appeal a fine, it will be up to the patient to be proactive to contact the surgery for proof of a genuine visit. The surgery could not do this on the patient’s behalf. Although the staff will have some flexibility of 3 people per calendar month being wiped from the fines register. We need to make sure this new system, if it is going to be used, is well advertised by word of mouth by the receptionists and perhaps some of us can hand out flyers in the surgery, details being put on the website and excellent signage in the car park itself. It would be ideal if when you register for an appointment the system reminds you of the need to register your car number too. We also agreed it would be good to have one weeks grace to start off before the system goes live. All of this would be for the benefit of our patients and hopefully deter postal workers and people picking up parcels from misusing our limited parking spaces. It was noted this would not cost the surgery

anything; monies from the fines go to the Creative Parking company, to cover the cost of installation and operating the system. An engineer would come to decide on the best place for the camera to be sited which would need to be high up to deter possible vandalism.

\*The new telephone system is now up and running, furthermore text alerts are being sent to patients to remind them of appointments. It is hoped that these will reduce the number of DNA’s. Some patients have already now cancelled appointments meaning these have been released for patients awaiting appointments.

ACTION POINT, can the statistics be provided for next meeting of DNA’s please, has the number of DNA’s fallen?

\*QCC update. The draft report had inaccuracies which have been appealed. The surgery is now generally pleased with the “Good” category, but not content with the requires improvement on safety. The next inspection will be November 2020.

\*Impact of recent news coverage of Portsmouth QA hospital. The financial difficulties of QA were discussed along with how the hospital is struggling with Acute Care services; with ambulances queuing outside the hospital with Ambucare being full.

\*Bus Access to be discussed at the next meeting.

\*Annual Patient Survey Action Plan, to be discussed at the next meeting, the next survey is imminent. We will need to discuss the results at the next meeting.

\* Update from Jill, in her absence , about Fareham Community hospital.

Renal dialysis for the hospital is still being considered, in the first instance they are looking at a Home Dialysis Training Hub for the area, the equipment is already ready for this.

\*We were reminded that our surgery is not part of the Same Day Access system in operation at Fareham Community Hospital but we are part of the Doctor Extended Access where appointments are booked through our receptionists. Appointments may be possible but patients will be seen by doctors from other local surgeries. Furthermore you have to phone about your own appointment; you cannot ring up for an adult family member as consent has to be given to release your own medical details.

\*Ken gave us information regarding the Area Meeting. Sue Clark a nurse informed that meeting of her role being in charge of a new non medical workforce, this involved newly qualified nurses from Southampton and Portsmouth hospital being trained as new Mental Health Associates. This will take 4 years. The other main concern expressed was about the percentage of patients who should be declared as carers, approximately 8% in each surgery but some surgeries are as low as 1%. Finally there was concern that some services like ear syringing have been removed from local surgeries.

Items for the future

Newsletter; Geoff will contact Sue with regard to the volunteer who offers to help with the Newsletter and it was agreed it would be a good idea to have a section highlighting what the PPG has helped to achieve eg. telephone system, car parking, local MP’s visit etc.

Jill is due to attend the next Area meeting.

Annual Patient Survey Action Plan.

Future meeting **On Friday 9th FEB 2018 at 18.30**

Suella Fernandez MP is due to attend our next meeting.

Items to discuss include:

Bus Access to the Hospital

The need to increase medical infrastructure in the area

The pressure of buildings, development and population increase on the local area.

To raise the issue of GP/nurses’ retention, reward those who stay to work in this country.

Meeting closed at 20.30