Brook Lane Surgery

**Patient Participation Group (PPG)**

**NOTES OF THE MEETING HELD ON WEDNESDAY 9th NOVEMBER 2016**

**Present**

Susan Barton – Chair (SB)

Carolyn Hill - Practice Manager (CH)

Lawrence Jackson (LJ)

Jean Gange (JG)

Jill Sadler(JS)

Geoff Townley (GT)

Paul Lardner (PL)

Ayleen Thew (AT)

Sue Winchester

Ken Clay (KC)

**Apologies Received**: Carole Bagley, Geoff Mason

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| Item | Subject/discussion | Action |
| 1. | **Welcome & Goodbyes**  We welcomed new volunteer – Sue Winchester who had recently joined the practice. Lawrence Jackson announced his retirement from the group. Lawrence has been a supportive and active member for a number of years and the Surgery and the PPG are very grateful for his contribution. In particular, for recently creating the excellent August 16 Surgery Newsletter. |  |
| 2. | **Surgery Update**  The new electronic consultation system is proving popular. This is accessed from the surgery website. The surgery commit to responding to requests by the end of the following working day. So far it has been used appropriately by patients and patient feedback is positive.  The Surgery August Newsletter has proved very successful. CH thanked Lawrence Jackson for his help in producing this. The group asked that this be put online, as the website currently shows a September 2014 newsletter.  The surgery has secured a grant to upgrade the rooms previously used for physiotherapy into two separate consulting rooms.  Recent issues with the Nursing Council re-validating nurses registrations temporarily impacted the surgery. For two weeks, 2 nurses were unable to perform the full range of duties.  Dr Dennison will be providing maternity cover for Heather Rodgers, Nurse Practitioner, from December 2016.  Car parking is still an issue at the surgery. The PPG asked if the surgery could consider a token operated barrier to prevent visitors to the post office abusing the surgery car park. Patients are also able to park for free in the Community Hospital car park (with a ticket from the machine), however, the only access to the surgery from the hospital is via the road.  Current surgery wait time for a general appointment is around 2 weeks if patients want to see a specific doctor. Quicker access is available by choosing to see the Nurse Practitioners, or by not seeking a specific GP. Emergency appointments are always available.  Did not Attend (DNA) - the surgery currently has around 40 DNAs per week. The surgery has around 900 appointments in an average week.  This represents approximately 0.04% of the weeks total appointments To discourage DNAs, letters are sent to persistent DNA patients.  Online access to medical records – the surgery allows patients access to all coded information, including test results. This has helped patients to better manage their conditions and be better informed. The surgery recognises that not all people will want this level of information but is committed to giving patients choice.  Only 15% of the patients registered at the surgery have asked for online access, and not all have registered to use it. | CH:  To include section in the next newsletter about the types of appointment and who to see (eg: Nurse, Dr, Nurse Practitioner)  To ask the surgery to consider installing a barrier. # |
| 4. | **Virtual Switchboard**  GT had recently shared some information with the surgery about the installation of a virtual switchboard system (rented). The current telephone system in the surgery is old, and a recent patient survey indicated patients would prefer to have their calls managed by a choices/options system. Although the surgery still has some concerns about the ability to answer the calls channelled by this type of system, they will be looking at the feasibility and will provide an update at the next meeting. | CH  Report progress at next meeting |
| 4. | **Patient Survey Update**  The patient survey is under-way. Approximately 50 more responses are required before we can upload them and complete the survey. As soon as this is available the group will discuss the outcomes and plan any necessary actions. |  |
| 5. | **Area Meeting update & Dialysis in Fareham Community Hospital (CH)**  The minutes from the last meeting were shared. At the meeting SB raised the groups concern about the lack of local dialysis facilities.  Meanwhile, the Friends of Fareham CH, along with the local MP have also been campaigning for this facility. Local charities and donors have offered funding for this facility. The accommodation is not big enough to house a suite (10 beds plus an isolation room) without extending the building, an alternative would be to have 2 smaller home transfusion units for use by patients who could not manage this at home. The Renal Services Manager, Steven Dudfield, is currently analysing both need and facilities across the region and, along with help from the Area Manager (Sue Lamb), will be working on a local solution. JS will continue to feedback progress to the group, and KC will raise the issue again at the forthcoming area meeting..  The cost to use a room at the CH has been prohibitive and, therefore a recent survey showed low usage of most of the rooms. From April the funding arrangements will change meaning that there will be no actual money changing hands between NHS teams when a room is used. A new system involving an on-site manager is being introduced to make better use of the facility and therefore reduce the amount of unutilised space. | JS to feedback progress to the group at the next meeting  KC to report back at the area LPG |
| 7. | **AOB**  GT had contacted Fareham Today who are interested in coming along to a future meeting to find out what the group does and to write an article. Concerns were raised about confidentiality, and the need for the surgery to approve any article before published. Agreed that the reporter could come for part of a future meeting, with the agenda tailored accordingly.  JS shared leaflets for forthcoming events at the Community Hospital. The PPG suggested topics/events for future consideration. |  |
| 8. | **Date of Next Meeting**  Wednesday 8th February 2017, 18:30 at Brook Lane Surgery |  |
| 9. | **Items for next Agenda**   * Patient survey * Dr McFarlane to be invited to a future meeting * Virtual Switchboard * Dialysis update |  |