Brook Lane Surgery

**Patient Participation Group (PPG)**

**NOTES OF THE MEETING HELD ON WEDNESDAY 10 May 2017**

**Present**:

Geoff Townley (Acting Chair) Ken Clay

Jean Gange Paul Lardner

Jill Sadler Carolyn Hill – Practice Manager (CH)

**Apologies:** Geoff Mason; Susan Barton ; Liz Simpson: Ayleen Thew; Carole Bagley; Sue Winchester

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| Item | Subject/discussion |
| 1 | **Welcome & Apologies**Geoff welcomed us to the meeting |
| 2. | **Notes of the last meeting** – **8 February 2017**No volunteer available to take the notes of the last meeting. The notes prepared by the chair had been updated. They were taken as read.  |
| 3 | **CQC 15/12/2016 Response and Action plan**. Carolyn gave us feedback on the CQC report which registered the practice as “requires improvement”. The practice was disappointed by the report as they feel it is a good practice, but they were pleased by the recognition that the service provided to the patients and care was “good”. The report itself can be found on the surgery website. Carolyn updated us on the retractions which have been forthcoming. 5 points in particular were appealed and 3 were changed as a result. Carolyn also addressed the requirements needed and assured us actions have been taken and more will be taken to address the points raised. One point was raised regarding updates of policies which it was suggested should be done annually as routine practice when meetings either informal or informal take place. What happens next? By 19th May the surgery will have written a report to CQC. A re inspection will take place in 12-18 months’ time, specific date not known and what is inspected will probably be different too. |
| 4. | **Patient Survey survey- Action Plan**. This will need to be discussed at the next meeting as the partners have still to discuss it. However it was reported that the number of online e consults is growing slowly and there is some use of telephone consultations.  |
| 5 | **Virtual Switchboard**. Exxon telephone people have given a demonstration of their system; however one other new provider and the existing provider will be invited to demonstrate their switchboard. A decision will be made after the current contract finishes or earlier if there is no fine for leaving the contract a few months early. |
| 6. | **Area meeting updates**. We were not sure if Ayleen attended the meeting 16/2/2017 as she was not present this evening. Ken Clay volunteered for 25/5/2017 and Jill Sadler volunteered for 17/8/2017 |
| 7 | **Dialysis update**. Jill informed us that 83/84 people in our locality are on home dialysis. There is a dialysis training room at Havant and a Hub with 28 stations which are well used; 90 patients from our locality use this facility. We cannot have a similar hub at Fareham Community Hospital as it would require a new build on the site but it would be good to have a training room and possible clinics held there. S. Dudfield the man at QA who overseas Hampshire Hubs has visited Fareham Community Hospital and is keen to have some renal service on the site. The Lions locally are still keen to help Fareham Community Hospital, they are particularly keen to support a renal unit, and funds are available from their Christmas appeal, Burn’s night and their Charity of the Year. |
| 8 | * 9/8/2017 Dr Maison has been invited to attend this meeting.
* Geoff will approach our current MP, if re-elected, and ask her attend a future meeting
* Better Local Care Initiative, this has been earmarked to start at Fareham Community Hospital from 1/9/2017 with the intention of same day access but only if and when all the local surgeries can commit to the service.
* Friends of Fareham Community Hospital have their AGM Thurs 29/6 6pm for 6.30pm
* Does the Newsletter need to be updated? Can it be on the agenda for the next meeting?
* Parking issue unresolved despite Carolyn writing to our MP and the Post Office idea of volunteers to query people coming to park at peak times to see if they are legitimate users with the intention of deterring post office parking.
* For information and advertising locally Communicare would like to encourage increased membership of lunch clubs locally as otherwise they may have to close. The lunch clubs provide transport and excellent meals but also the opportunity to socialise with others. Sarisbury Green Community Centre Monday and Warsash Victory Hall Tuesday lunchtime. The cost is £4 and is for people over 60 years old
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| 9 | **Items for the next agenda**, Patient’s Survey surveyBetter Local Care InitiativeNewsletterParking issuesMeeting closed at 8pm |