

Brook Lane Surgery Patient Participation Group (PPG) 10th April 2024

Attended by:

Susan Barton - Chair
Caroline Challis
(Operations Manager)

Jean Gange
Paul Lardner
Eric Sargeant
Maureen Fisher

Stirling Patch
Christopher Gibson
Susan Waterman
Jonathan Crutchfield

Guests

Beverley Arthur Lockswood PPG

Apologies received from:

Heather Rodgers (Brook Lane Surgery)

Keith Holgate Stubbington PPG

Item	Subject	Action
1	Welcome and Apologies given. Jonathan Crutchfield was welcomed to his first meeting. Roy Deal has stepped down for personal reasons.	Card to be sent to Roy Deal. Sent – Action Completed
2	Outstanding actions Confidentiality agreements were handed out and signed. The PPG leaflet is still not in the surgery but is being worked on. Patient survey: the results are to be distributed to us but in the meantime Susan reported back an analysis of the results. The feedback can be used to form part of the next patient questionnaire. The surgery still intends to relocate the surgery pod because it is not private enough in its current location by the door and it is also cold position. This is now a priority since QOF has been completed. The surgery pod data has not been received and so will be out of date and a new set is now needed. Covid vaccines have been arranged for the over 75's and the immunosuppressed. The date is Saturday 27 April. Susan has organised	Caroline to provide Susan with a link/copy of the confidentiality policy to share with the PPG members Susan to send email with the patient survey results Sent – action completed

	<p>the volunteer rota for the day to support the surgery. Extra people have been positioned in the car park for safety reasons.</p> <p>Other outstanding issues are detailed in Surgery update.</p>	
3	<p>Brook Lane Surgery Update.</p> <p>The surgery is very proud of their 100% result from their Quality & Outcomes Framework submission, which involved a great deal of work by all members of staff at the surgery. The PPG congratulated the surgery, appreciating their hard work in achieving this.</p> <p>No new staff have been appointed since our last meeting. However Dr McFarlane has had his leaving celebration; his retirement starts officially at the end of the month. His patients will be reallocated to other doctors in due course.</p> <p>No information was provided regarding DNA's this time, but the practice do not currently consider numbers to be a significant issue.</p> <p>We all agree that the surgery needs a Newsletter to keep patients informed. also a social media presence so this is now a priority</p> <p>The group discussed how to get a range of patient views:</p> <p>A drop in session one evening was suggested where patients stop by for 10-15 minutes in and share their views on specific areas. An open invitation to attend would be sent to all patients. This will be an opportunity for patients to say what we do well and what we could do better. There will be information regarding the variety of services offered by the surgery and the primary care network, not just doctor's appointments.</p> <p>Suggestion that survey monkey or similar could be used to gather views from patients who do not attend the actual event.</p> <p>The surgery is also planning an open day; this will be a Saturday or Sunday in September, date yet to be confirmed. This will be an opportunity to ask our patients for their views. We need a more diverse range of opinions as we have over 13,500 patient's views to represent.</p> <p>A suggestion was made that it might be helpful to offer a session to patients on how to access eConsults. Also suggested a video for the website to help patients to use eConsult</p>	<p>Newsletter to be worked on Social media/ Facebook page to be planned.</p> <p>Open Evening event to be considered further by surgery team.</p> <p>Open Day date to be finalised and the event planned.</p> <p>Caroline to contact ICB on funding a video for surgery websites on how to access eConsults.</p>

4	Patient Survey See above for details.	
5	Stubbington medical practice feedback In Keith's absence there was no feedback from Stubbington on this occasion.	.
6	Lockswood medical practice update Beverley from Lockswood reported they had not had a PPG meeting since our last get together so there was no update available	
7	Fareham Area Meeting update It was reported that yet again there was another new Chairman, so there is a lack on continuity with these meetings. There is also a lack of follow up on action plans. It was felt that surgeries need to learn more from one another's surgeries and there is a need for feed out to a wider audience. An idea was put forward that there should be at least face to face meeting or a hybrid meeting A lot of questions were raised about Econsults. One surgery has a PC in the reception area to help patients get to know how to use Econsults. It is also a concern that not everyone has access to the internet and and PC. It was reported that there is no feedback available on Econsults to a national body which is regrettable. One action surgeries were asked to check up on was are PPG minutes on show in the waiting rooms and are they on the web site? This is the case in our surgery. <u>Diary dates for forthcoming meetings:</u> <ul style="list-style-type: none"> • 18 June, 10.00-11.30 (volunteer needed please) • 17 September • 17 December • 18 March 2025 	A volunteer is needed to attend the next meeting
8	Date and time of next meeting PPG next meeting is 15 th May at 5.30 27th April 2024 Brook Lane Surgery COVID vaccination clinic 0800-1600	Members to email Susan any items they wish to add to the next agenda. Caroline to invite Health Watch Hampshire to our next meeting.