

# Brook Lane Surgery Patient Participation Group (PPG)

## 10<sup>th</sup> July 2024

### Attended by:

Susan Barton - Chair

Paul Lardner

Susan Waterman

Caroline Challis

Heather Rodgers

Maureen Fisher

(Operations Manager)

(Brook Lane Surgery)

Stirling Patch

Jean Gange

Eric Sargeant

Christopher Gibson

### Guests:

Keith Holgate Stubbington PPG

Beverley Arthur Lockwood  
PPG

### Apologies received from:

Jonathan Crutchfield

Item	Subject	Action
1	<p><b>Welcome and Apologies given</b></p> <p>Susan welcomed us all to the meeting and shared the apology received.</p>	
2	<p><b>Outstanding Actions from previous meeting</b></p> <p><b>E Consult support video for patients</b> was discussed and it was agreed the generic video currently available was satisfactory and that any patient needing help with the process could get support from our reception staff.</p> <p><b>Health Watch Hampshire presentation</b></p> <p><b>Autumn Covid vaccination clinics</b> Volunteers will be needed once more to help to run the clinics. Details are not yet available.</p> <p><b>DNA figures</b> DNAs and other statistics created by Chris were discussed; these included the number of deaths and births for the surgery and the</p>	<p>Caroline to invite HWH to a future meeting</p> <p>Heather to update us on dates when known</p>

	likely number of patients in the future.	
3	<p><b>Brook Lane Surgery Update</b></p> <p>The PPG commended Heather for her work in helping the surgery receive <b>Learning Disability practice accreditation</b>. Patients with learning disabilities can feel safe and welcomed in the surgery at any time. There is a sensory box with resources like fidget toys and communication aids which Heather demonstrated to the group.</p> <p><b>Quality and Outcomes Framework (QOF) update</b> The surgery now has a QOF coordinator. Patients are routinely being called in for their annual reviews for example asthma, hypertension and diabetes helping to meet QOF measures throughout the year.</p> <p><b>Staffing.</b> Dr Zarrouh, one of the partners is leaving the Practice, and the surgery is recruiting a salaried doctor with a view to becoming a partner. We have a new nurse, Gemma Hughes, who specialises in chronic diseases. She joins our highly qualified nurse team.</p> <p><b>Appointment system</b> The surgery opening hours have been changed. These along with the appointment changes have been highlighted in the new surgery Newsletter and in the texts which have been sent to patients.</p> <p>The new Monday clinic from 2-4pm is strictly for urgent appointments and is limited to 40 patients on a first come, first served basis.</p> <p>New times for booking other appointments are 8am and 12 noon.</p> <p>The prescription line is open 10.30-12.30, this is working well. The surgery is striving to streamline the service so that prescriptions are coordinated to be renewed at the same time. Furthermore patients can request repeat dispensing for up to six months reducing the number of phone call repeat prescription requests. Besides phone requests repeat prescriptions are available on line and via a new designated email address.</p>	Caroline to report back on how well these changes are working
4	<p><b>Patient survey</b> A survey is still required. Once this has been compiled members of the PPG can help patients fill in the form whilst they are in reception waiting for their appointments</p>	Susan and Caroline to liaise to compile questions for the survey by the next meeting, Members can email any ideas for questions to Susan

5	<p><b>PCN surgery updates</b></p> <p>Beverley reported that Lockswood Surgery have not had a meeting</p> <p>Keith said Stubbington Medical Practice were considering writing “a day in the life” articles about various members of staff at the surgery to raise awareness of activities and workload .It was suggested this idea could be included in one of our future newsletters. This might highlight how many appointments, referrals, prescriptions, telephone calls etc are made in one day.</p>	
6	<p><b>Area meeting update</b></p> <p>Jonathan attended the meeting for us. The minutes had previously been circulated to PPG members. The next meetings will be on 17/9/24, 17/12/24 and 18/3/25from 10am to 11.30am.</p>	
7   8  9	<p><b>Any other business:</b></p> <p>Texts have been sent out reminding patients not to attend the surgery if they have Covid or Covid symptoms</p> <p>Paul commented on how good the recently produced newsletter is. We all agreed that it is an easy read and informative.</p> <p>Paul asked how long a written referral was taking at the moment, Currently this is two to three weeks but hopefully this will be reduced with the appointment of a new medical secretary.</p> <p><b>Date of next meeting</b></p> <p>Tuesday 10<sup>h</sup> September 2024 at 6 pm.</p>	<p>Web address to be included on the next Newsletter</p>