Brook Lane Surgery

**Patient Participation Group (PPG)**

**Meeting: Wednesday 31 07 2019 at 18:30**

**Minutes**

**Attending**

Susan Barton Chair –

Carolyn Hill - Practice Manager

Jean Gange

Paul Lardner

Fred Stone

Karen Gibson

Jill Sadler

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| **Item** | **Subject** | **Action** |
| 1 | **Welcome & Apologies**  Apologies were received from Ken Clay |  |
| 2 | **Minutes of the meeting Wednesday 10 April 2019 and Action Point update**  Minutes of the meeting were approved |  |
| 3 | **Surgery Update:**  **Car park**  Many patients have expressed approval of the new car parking system as there are now spaces when you turn up for appointments.  Any patient who has forgotten to register their vehicle at the time of an appointment, and who subsequently receives a parking ticket should contact the surgery who has the ability to cancel up to 10 erroneously issued tickets each month.  **Changes to prescribing over the counters medicine**  Changes to prescribing over the counters medicine are being introduced in order to save the NHS money. In some cases of need medicines will still be prescribed. Link to patient leaflet: <https://www.england.nhs.uk/wp-content/uploads/2018/08/1a-over-the-counter-leaflet-v1.pdf>  Primary Care networks update and presentation (attached)  **New appointment system update.**  The new system of releasing appointments on a daily basis has reduced the pressure on reception desk staff, and also on Monday afternoons open clinic. It also appears that if appointments are available over the 2 week period there is less need for on the day appointments. As an example, Carolyn reported that at 4pm today there were approximately 25 appointments available in the next 2 weeks. Sadly, there are still appointments wasted where patients book but do not attend.  **Out of hours surgeries provision**.  Evening surgeries are between 6.30 and 9.30 Monday to Friday at Fareham Community Hospital and at the week ends at Portchester surgery. We are not part of the same day access, but every practice is part of the extended hours provision.  **One surgery, one care home initiative**  The ‘One surgery, one care home’ initiative will help save doctors’ time as one doctor will see any patient in the care home rather than the home being served by numerous surgeries. This is not fully operational yet.  **Primary care network**  Our surgery is part of the Coastal Primary Care network, in partnership with Stubbing ton and Lockswood. The clinical director for the group is Dr Ros Sexton (Brook Lane Surgery).  In the future surgeries will be covered by multi disciplinary teams, services will be provided by a team who will have case studies and they will be individual patient focused. Brook Lane will need to recruit a physiotherapist and a social prescriber  The group agreed it might be helpful if the PPGs of the 3 linked surgeries worked more closely. To investigate if this would be feasible Susan agreed to contact the chairs of the other surgery PPGs to offer them an open invitation to send a member to Brook Lane PPG meetings. Alternately if this doesn’t work, raise at a future FPLG meeting. | The next Newsletter needs to highlight issues regarding Car parking, Information on what medicines can no longer be prescribed by doctors and clarification over the new appointment system and out of hours and extended access services  Multi disciplinary team initiative to be highlighted in the newsletter too.  Susan to offer open invitation to the other PPG’s.  . |
| 4 | **Fareham and Gosport & SE Hants CCG AGM**  Report emailed in advance of the meeting - no issues were raised |  |
| 5 | **Patient Feedback mechanisms and Survey including GP Patient Survey**  Other surgeries were not forthcoming in sharing their surveys when approached by Carolyn. Susan shared some research she had done which included questions and outcomes published online from some local surgeries. The group felt it was useful to see these but agreed unanimously that the survey carried out at BLS was more comprehensive and the questions reflected the needs and views of our patients.  The group agreed to repeat our own survey questions so we can analyse changes of response.  The survey will take place in November 2019 and the outcomes will enable the Patient Participation Group to form their next action plan. | Carolyn to organise survey for November 2019. |
| 6 | **Fareham Community Hospital Update**   * Breast screening sadly will not be coming to Fareham Community hospital. QA is not interested and the mobile screening unit cannot be accommodated for 2 months at a time because of the mobile MRI screening programme * The Renal hub will definitely go ahead for October 2019, this has been delayed because of a leasing problem, * Extended hours service, this issue was discussed earlier on the meeting. * There is a 3 month delay in physiotherapy appointments for none urgent cases and self referral is no longer available * Diabetic retinopathy which had been signalled to stop at FCH is now to continue in partnership with Portchester |  |
| 7 | **Area Meeting update**  Fred shared updates from other local surgeries and which will be included in the FPLG minutes which will subsequently be circulated. The group were interested to learn that Jubilee surgery (one of the same day access service surgeries) patients reported that they have 4/5 weeks delay in obtaining a doctors’ appointment even though they have same day access  Suggested items to take to the next area meeting:   * new appointment system * car parking issue, enquire about how e appointments work   Volunteer for next meeting: Fred agreed to attend the next meeting on 8th August with Jill offering to attend the next one on 7th November | Fred can take ideas offered to the next locality meeting. |
| 8 | **Any other urgent business.** No issues were raised. |  |
| 9 | **Date of next Meeting** – 9 October 2019  Meeting closed 8pm. | Patient survey for November and a rota to help to be organised. |

**Outstanding and updated Action Points**

**Summary of Action Points**

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| **Number (Meeting)** | **Action** | **Responsible** | **Status** |
| 1. Jul19 | Newsletter items:   * highlight issues regarding Car parking, * Information on what (over the counter) medicines can no longer be prescribed by doctors * The new appointment system and out of hours and extended access services | Susan/Carolyn to advise Lawrence |  |
| 1. Jul19 | Contact chairs of Lockswood and Stubbington offering open invitation to BLS PPG’s | Susan |  |
| 1. Jul19 | Survey to be organised for November 2019. | Carolyn |  |
| 1. Jul19 | Items for next agenda – Rota to help with patient survey | Susan |  |

**2019 Meeting Dates:**

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| --- | --- | --- | --- | --- |
| **Brook Lane PPG Meeting** | 31.7.19  18:30-20:30 | 9.10.19  18:30-20:30 | February 2020 (tba)  18:30-20:30 | April 2020 (tba) |
| **Fareham locality group Meetings** | 8 Aug 2019  12:00 – 14:00 | 7 Nov 2019  12:00 – 14:00 | January 2019 tba  12:00 –14:00 | May 2020 tba  12:00 –14:00 |
| **Attending the area meeting** | Fred Stone | Jill Sadler | To be agreed October meeting | To be agreed February Meeting |

**Fareham Patient Locality Group Area Meetings**

Meetings take place in the Tom Smith Room at Fareham Community Hospital. Timings 10:00 – 12:00

Representatives from all local surgeries in the Fareham area attend and share what is happening at their surgeries, and guest speakers come along to talk about a topical issue. There is an informal atmosphere, people are friendly and the meetings are always interesting.

Any member of our group can attend to represent the surgery and feedback at our next meeting.