

# Brook Lane Surgery Patient Participation Group (PPG) 21 May 2024

## Attended by:

Susan Barton - Chair  
Caroline Challis  
(Operations Manager)

Heather Rodgers (Brook Lane  
Surgery)  
Maureen Fisher  
Stirling Patch

Christopher Gibson  
Jonathan Crutchfield

**Guests** Beverley Arthur Lockswood PPG

## Apologies received from:

Keith Holgate Stubbington PPGI Jean Gange : Paul Lardner; Eric Sargeant; Susan Waterman

| Item | Subject                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Action                                                       |
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| 1    | <b>Welcome and Apologies given.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                              |
| 2    | <b>Outstanding actions</b><br><br>The actions were reviewed and updated. Some items were on the agenda for discussion.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | See updated action list at the end of these notes.           |
| 3    | <b>Feedback from the spring COVID vaccination clinic</b><br><br>The booster vaccination clinic for the over 75s and the immunosuppressed took place on Saturday 27 <sup>th</sup> April. Feedback from volunteers who took part on the day was circulated prior to the meeting and discussed. This time we put additional help into the car park to better manage the anticipated increased volume of traffic.<br><br>There is a general trend for patients to come early, and also in the morning even when there are afternoon appointments. Consequently, the morning turned out to be our busiest time and having 4 volunteers to manage the car park worked very well. It was quieter in the afternoon and we could have managed with 3 people on duty. We agreed to review the number of car park volunteers again prior to the autumn booster sessions and make a risk-based decision based on the size of the clinic. Factors to take into account for the autumn session include inclement weather and nightfall.<br><br>Additional car park volunteers were helpful to keep those patients who walked to the clinic safe from the vehicles. | Review volunteers required based on risk and patient numbers |

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|   | <p>A new practice, directing patients with blue badges to park in the spaces near the exit point for the building worked well.</p> <p>The surgery asked if we could have a volunteer on tea-duty for future clinics.</p> <p>The next vaccination clinics are expected to take place in the autumn alongside the annual flu vaccinations.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p>Update guidance for volunteers</p> <p>Request volunteers to make tea at the next vaccination clinic</p> |
| 4 | <p><b>Brook Lane Surgery Update.</b></p> <p><u>Staffing:</u> Dr Alan McFarlane has retired with effect from 30<sup>th</sup> June. Dr Ros Sexton is the new Senior Partner at the surgery. Two practice nurses have retired. A new nurse who specialises in chronic disease management has been appointed and will start in June. The surgery also has a new receptionist.</p> <p><u>Appointments:</u> The new appointment system started this week. This has been promoted to patients through all available channels including text messages, and app messages. New messages have been put on the surgery telephone system. The revised procedures are</p> <ul style="list-style-type: none"> <li>• Call for urgent on the day appointments as soon as the surgery opens</li> <li>• All routine appointments for up to 3 working days or 2 weeks time are released daily at 12:00.</li> </ul> <p>Additional staff are made available both at reception and on the phone from 12:00 to manage the increased demand at that time. The transition has been smooth. The impact of the changes was immediately noticeable with lower call volumes first thing in the morning. Further changes take place from 3<sup>rd</sup> June when the Monday afternoon 'sit and wait' sessions for urgent appointments commences will take place between 14:00 and 16:00. The surgery operated this system before the coronavirus, and experienced practitioners will manage the initial sessions. We will review and discuss the outcome of this change at our next meeting.</p> <p><u>Follow-up Appointments:</u> When a GP requests a follow up appointment with a patient, depending on the circumstances they can either book the appointment themselves, or they can refer the appointment to the surgery secretaries to book for them. The secretaries prioritise urgent appointments when taking this follow up action.</p> <p><u>Appointment with other members of the surgery team</u> Appointments with the pharmacists, physio, health and wellbeing coach, social prescribers and physiotherapists can be booked by contacting the surgery or by completing an</p> |                                                                                                            |

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|  | <p>e-consult.</p> <p><u>Prescriptions</u> – Prescription reviews are available by completing an e-consult, additional prescribed items ahead of their review date (for example if you are going on holiday) can be requested from the surgery. The prescription phone line is available between 10:30 and 13:00</p> <p>NHS England has introduced new security procedures which involve using Microsoft authenticator which, through an app, issues an authentication code to the patients mobile phone. The surgery team will help any patients who have difficulty in using this system.</p> <p><u>Did not Attend (DNA)</u>: One in 48 patients missed their appointments in April. This equate to 2% of all appointments held during the month. Appointments wasted in this way affects other patients who need appointments. To discourage this behaviour, all patients who do not attend their appointment are reminded by text message of the impact of their non-attendance.</p> <p><u>Friends and Family feedback</u>: The April results were as follows:</p> <ul style="list-style-type: none"> <li>• Very good 304</li> <li>• Good 44</li> <li>• Neither good nor bad 12</li> <li>• Poor 6</li> <li>• Very Poor 4</li> <li>• Don;t know 1</li> </ul> <p>To help the PPG to better understand any trends they would like the monthly figures shown in a graphical form.</p> <p><u>Surgery Pod</u> – the surgery is seeking funding from the ICB to install a second surgery pod.</p> <p><u>Patient Engagement</u></p> <p><u>Surgery Open Day</u>: 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 showcase the care and facilities offered by the surgery and to help patients ot understand the care offer and access the right help for their needs. It will also present a great opportunity to ask our patients for their views and help us to shape our communications. The event will take place offsite.</p> <p><u>Social Media</u>: although work on this has paused temporarily, it remains in hand</p> | <p>DNA numbers to be presented in graphical form for next meeting.</p> <p>Susan to draft content for next newsletter with help from PPG</p> |
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|   | <p>and will be available in the coming months.</p> <p><u>Newsletter:</u> All agreed this should progress now and the PPG was asked to draft the content to get the process started. The Stubbington Surgery newsletter was circulated. We would need a bank of articles and a publication plan for information, including repeat articles where we wanted to ensure messaging was not missed. We will also ensure a fully accessible copy in font size 16 available would be available. We will write in a positive way, focussing on 'you said, we did' and promoting our services and celebrating our achievements. Items including those previously gathered included:</p> <ul style="list-style-type: none"> <li>• Changes to the surgery appointments</li> <li>• Range of services available at the surgery and how to access them</li> <li>• A PPG section</li> <li>• Reminding our patients that it is never too late to cancel appointments as the doctors can use the time for a telephone consultation or an eConsult for example</li> </ul> <p><u>Items for next agenda</u></p> <ul style="list-style-type: none"> <li>• Update on becoming a 'Learning disability practice'</li> <li>• QOF progress</li> <li>• Patient survey</li> </ul> | <p>members.</p> <p>Agenda items</p>                                                                                                                                                 |
| 5 | <p><b>Lockswood medical practice update</b></p> <p>Beverley provided an update on their recent meeting which included their recently updated website, spring covid vaccination clinics, enhanced access appointments (appointments outside surgery core hours) and the Pharmacy First initiative which started in February this year.</p> <p>There was no update from Stubbington Medical Practice on this occasion.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                     |
| 6 | <p><b>Future dates for your diary</b></p> <p><u>HIOW Voices Area PPG Forum (Area meeting):</u></p> <p>18/06/2024 10.00 – 11.30 – <b>Volunteer needed</b><br/> 17/09/2024 10.00 – 11.30<br/> 17/12/2024 10.00 – 11.30<br/> 18/03/2025 10.00 – 11.30</p> <p><b>Date and time of next meeting</b> - Wednesday meetings cause difficulties for the practice team so we agreed we would move our meetings to a Tuesday evening at the later time of 18:00. Our next PPG meeting is on Tuesday 9<sup>th</sup> July at 18:00.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <p>Jonathan may be able to attend the meeting on 18<sup>th</sup> June –will check diary to confirm</p> <p>Members to email Susan any items they wish to add to the next agenda.</p> |