# Minutes of PPG meeting 19th October 2022

Attended by:

Susan Barton - Chair

Carolyn Hill - Practice Manager

Jean Gange

Paul Lardner

Susan Waterman

Jill Sadler

Eric Sargeant

Roy Deal

 Apologies Received:

 Christopher Gibson

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| Item | Subject | Action |
| 1 | **Welcome and Apologies** Welcome to Roy Deal. We introduced ourselves for the benefit of Roy who is new to our meetings. Apologies were received from Christopher Gibson. |  |
| 2 | **Fareham area update.**Paul was thanked for attending on our behalf and insight in this sphere.We discussed items Paul raised about changes proposed to the South East Hampshire PPG Chairs Forum (papers circulated to the group with the agenda). We all agreed that we do not approve of the changes proposed. We favour our separate surgery identities where our three surgeries all meet and discuss our common issues. and where we meet in a small locality group with other PPGs local to us. The new plan where we would take it in turns to go to a South Eastern meeting, we feel we would mean we lose our identity. The group of possibly 30 representatives would be too large and on zoom calls it would be difficult to have our voice heard.To summarise our discussions, we do not want to merge as our demographics are very different, the new meetings would be too large, we could lose our individual surgery identity and our voice in such a large group. We also felt that it is unrealistic to expect volunteers to attend bimonthly meetings. It was suggested that if this change came about it should not start until next year, and even then be chaired by a PPG member not an administrator. On the whole our view is, ‘if it not broken then why fix it?’ | Susan will write back to Elizabeth Kerwood summarising our discussions.**Action completed. email sent 1/11/22 and copied to the PPG and Coastal PCN chairs.** |
| 3 | **Surgery Update**The Practice BBQ was a great success - lovely feedback received from those attending who felt welcome and appreciated by the Surgery’s hospitality.Coronavirus vaccine clinics continue, two more in October.On November 12th and 26th 8am to 1pm. We will be offering Pfizer vaccines. We noted that the take up is not as high as previously.Staffing update - Matt our Business Manager has resigned. Interviews have taken place for a replacement. There are four new receptionists.It was commented that the PPG would appreciate meeting any new doctors and partners. Being mindful of their hours and workload we suggested this might happen when they are working in the surgery when the PPG meet. We discussed DNA’s (where patients do not attend appointments). At present the rate is around 3-5%, less for nurses than doctors. It is not a big issue at the moment now we are offering more face-to-face appointments (telephone appointments were more often missed by patients).Abuse of Practice staff was also discussed. This is not tolerated. In serious cases patients are removed from our list immediately, others may receive written warnings with the surgery informing them that if the abuse happens again, they will be removed from our list. | Susan will email members examples of thank you emails she received. **Completed**Susan will send out an email request for volunteers to help man the clinics vaccine clinics. **Completed.** |
| 4 | **Fareham Community Hospital (FCH) review** Jill Sadler shared the latest news from FCH. She advised that issue with hospital/medical appointments should be referred to Xanthia Illingworth the Administrator Manager from Portsmouth Hospital TrustLee Williams is the person to contact for hard facilities like car parking etc.There is always a security guard on duty which is just a legal requirement.28th October 2022 will see the opening of the Community gardens. The volunteers have worked really hard on this project. Dan Morgan did a lot of the heavy lifting. The garden will be very beneficial for the patients particularly those undergoing chemotherapy treatments.The Friends of the hospital have also started a transport service for patients to and from the hospital for patients in the catchment area and it is for all ages. They hope to open this up to local GP surgeries too. More volunteer drivers are always required to help patients attend appointments at FCH.Renal services are still being planned. The land has been prepared for the separate modular building. The building will be approximately a 25/27 bedded facility. The date for completion of May 2023 may have to be extended. This facility is really required in the area as we have a higher incidence of need than elsewhere in the country. | . Jill will provide Susan with an electronic copy of the posters so that she cansend out an electronic request for volunteer drivers to our vaccine volunteers in case any of them might be looking for other volunteering opportunities. |
| 5 | **Brook Lane PPG Terms of Reference.**We review these annually. One minor change was suggested to the final bullet in the membership and how the group will operate section. This will now read The Group will send a representative (if possible) to the local clinical group meetings to share views and good practice and to learn from other participants. These will be revised again to incorporate any changes arising from changes to the local area meetings which are currently under proposal. See item 2 above.  | Susan to update wordings and circulate. |
| 6 | **Date of next meeting.**Wednesday 14th December 2022 at 5.30pm. We will invite our new Business Manager and the Coastal PCN Chairs (Keith and Caroline) and Dr Ros along.**Wear a Christmas jumper!** | Susan to send meeting invite out. |