

Brook Lane Surgery Patient Participation Group (PPG)

Notes of meeting 20th July 2022

Attended by:

Susan Barton - Chair

Carolyn Hill - Practice Manager

Eric Sargeant

Jean Gange

Dr Ros Sexton

Susan Waterman

Paul Lardner

Guests:

Carol New Joint Chair Lockswood surgery

Matt Bailey Primary Care Network Development Manager

Catherine Guthrie CHIE Care and Health Information Exchange

Item	Subject	Action
1	Welcome given, and we introduced ourselves to our visitors. Apologies received from Roy Deal, new member of our PPG and Christopher Gibson	
2	<p>CHIE, Care and Health Information Exchange. Catherine Guthrie gave us a talk concerning. Website is www.CHIE.org.uk This is the local digital platform which has been established for a safer, faster and better service. The usage is increasing about 5% each month. This is a secure system which shares health and social care information from GP surgeries, hospitals, community and mental health, social services and others. CHIE helps professionals across Hampshire, the Isle of Wight and surrounding areas provide safer and faster treatment by:</p> <ul style="list-style-type: none"> • Ensuring that you only have to tell your story once • Reducing delays to your treatment, for example by reducing the need to repeat blood tests • Making sure the doctors, nurses and others involved in your care know about your medical history • Identifying the diseases that you might be at increased risk of developing in the future. This can help you take action early to protect your health. <p>Catherine shared promotional leaflets for the surgery board, and is available to talk to other groups about this service.</p>	Surgery to make leaflets available via patient boards in reception.
3	<p>PCN update The PCN serves the 3 surgeries of Brook Lane, Lockswood and Stubbington. Dr Ros Sexton is The Coastal PCN Clinical Lead. She is continuing in the role with Matt Bailey as the Development manager doing the day to day work. As a result of the workload, in the future there may be a deputy appointed to Dr Sexton. A shortage of physical space at the surgeries means some of the newly appointed staff are being temporarily accommodated at Fareham Community Hospital. The staff include 2 pharmacists, a pharmacist technician, a mental health practitioner, a health and wellbeing coach for the under and over the age of 25 years, 2 physiotherapy assessors, care co-ordinators, a home visiting team and 3 social prescribers.</p>	SB to work with MB on recalling volunteers and rotas when vaccination clinic details are agreed
4	<p>Surgery Update Enhanced service: From October the government has plans to introduce evening and Saturday surgeries but these will generally be rearranged times for surgeries and not extra appointments as there are insufficient doctors here and across the country to offer additional appointments. Plans need to be agreed by The Integrated Care System (ICS) which replaced the CCG. Impact investment services: the surgery is concentrating on health initiatives, at present Hypertension.</p>	

	<p>Dr Sexton highlighted an excellent website: Healthier Together which is full of useful information. As a surgery, we need to encourage patients to look after their health and wellbeing; we can look at communicating information and links to useful websites, by text messages to our patients. Dr Sexton commented on the need to work at building relationships and improving communication with staff and patients.</p> <p>Concerns remain regarding the number of new houses being built in the area which will inevitably lead to increased demands for medical services at the surgery. In answer to a question the new system of repeat dispensing was explained; if your condition is under control a doctor is able to prescribe a year's medication to be collected from a chemist every two months. If medical checks are needed e.g. blood tests or a general review this will now be scheduled during the month of your birthday to spread the surgery workload. This is a good time to review the option of annual prescribing. The surgery, as part of green initiatives, has plans for more solar panels and an electric car charger.</p> <p>Coronavirus vaccine programme update. It is anticipated that each surgery will administer their own vaccines this autumn. Plans are being made for both the autumn flu and coronavirus vaccine. It is hoped we might be able to deliver both at the same time to those who are eligible, but if this is not practicable the coronavirus vaccine will be given when it becomes available. The Flu vaccines will be administered from September as usual.</p> <p>Some concerns had been previously raised about the safety of volunteers managing the car park and it was agreed that the number of helpers in this role would be reviewed and guidance updated accordingly. If the 2 clinics do run together then new volunteer routines will be needed.</p>	Updated guidance will be sent out to volunteers, including how best to manage the car parking for vaccine clinics.
5	<p>Fareham Area meeting update Paul attended and minutes have been circulated</p>	
6	<p>Fareham Community Hospital (FCH)update Jill Sadler was not present so an update was not available this evening. One issue raised for Jill to take forward at the FCH is the problem some people have with their telephone reception, and the ability to speak to medical staff by telephone.</p>	SB to update JS by email.
7	<p>Date of next meeting Wednesday 21st September 5.30-7pm</p>	