## Brook Lane Surgery Patient Participation Group (PPG)

## Notes of meeting 12 January 2022

Attended by

Susan Barton - Chair

Carolyn Hill – Practice Manager

Dr Ros Sexton

Matt Bailey PCN Business Development Manager

Eric Sargeant

Jean Gange

Paul Lardner

Susan Waterman

Christopher Gibson

Karen Gibson

Caroline New - joint Chair at Lockswood surgery

Apologies Received: Jill Sadler, Keith Houlgate

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| **Item** | **Subject** | **Action** |
| 1 | **Welcome and Apologies given.**  We all introduced ourselves to Matt Bailey and he explained his role for the PCN; how he coordinates work for Brook Lane, Stubbington and Lockswood surgeries.  The new professionals serving all three surgeries include 3 social prescribers, dealing with mental health issues, links to education services and applying for jobs/apprenticeships. The social prescribers can phone shielding patients to see what help they may need. They can help those struggling with stress, needing help at home.  Two care coordinators who can help with care services for the elderly including home visiting services. The health, fitness, mental health worker will help particularly with younger patients aged 11-25 years. 2 pharmacists and a pharmacy technician can help with the workload of repeat prescriptions.  There are also 4 nurses and a paramedic.  This is just a small sample of the services these professionals can offer. This multidisciplinary approach will help to improve the health and well being of our patients. These services will also help relieve some of the workload pressures on the doctors. The reception staff can refer patients to these new members of staff.  . |  |
| 2 | **Surgery Update**.  Unfortunately Dr Haslehurst is leaving the practice in 4 weeks time. Interviews are taking place with at least 3 candidates for a variety of posts they are interested in; one for a partner, one for a salaried position and another for a retained post.  The surgery has a ‘family feel’ about it which promotes staff retention.  3 new receptionists have been appointed, one is full time.  It was stated that the vaccination programme had served us well in relation to how highly regarded the surgery is. We have had enquiries about taking on new patients.  From the 24th January the telephone calls with doctors will be offered within a 30 minutes period in the hope of contacting more patients successfully. Online bookings will re-start soon but it is anticipated that most first contact will still be by phone. It is hoped there will be more face to face appointments as follow up after the phone calls if they are then deemed necessary. The phone  calls are proving quite successful as investigations like blood tests can be started and then physical/routine appointments can be made if then required. The telephone consults have been a steep learning curve for both patients and doctors alike.  The majority of patients are appreciative of the surgery.  A question was asked - Do we need to email or produce a Newsletter to update our patients on what has been happening at the surgery? Also to thank our patients for their support. It was suggested that we might put a link on the website to useful medical and health initiatives. Also links and information on the new PCN staff and medical services available through the surgeries. |  |
| 3 | **Coronavirus vaccination programme update**  We may need to do one more Sunday clinic to catch up with some boosters. We are so grateful to the volunteers who have helped with the delivery of the vaccine programme. Over 65,000 vaccines have been delivered.  Boosters have been achieved, even given the very short notice by the government. The government goal is 100% to be vaccinated but this has not been possible due to all being offered the vaccine but not accepting it; some of this is a result of patients with learning difficulties and mental health issues. We were pleased to hear that the network is the highest achiever in the Hants/Isle of Wight region.  The majority of patients in the ICU in our local hospitals are unvaccinated | . |
| 4 | **Fareham Area Meeting**  The next meeting is not until March so details will be worked out at the next meeting. | Susan to email details to Christopher |
| 6 | **Fareham Community Hospital (FCH) review**  Jill was not at the meeting so Dr Ros Sexton was able to give an update.  The Renal dialysis unit will be 25 beds; this should be up and running in the near future.  The chemotherapy suite is soon to be active.  We are hoping to use 2 or 3 rooms at the hospital for all the PCN new staff;  The PCN are also pushing for Ultrasound services to be located at the hospital |  |
| 7 | **AOB**  We want to keep in contact with the group of volunteers to see how we can continue to make good use of the good will we have built up  Susan has a list of the volunteers and suggested that we might, for example ask them if they want to join the PPG or join a virtual group? She would consult with the other chairs about this.  A suggestion was raised: Are there any volunteers who have specific life experiences that they could offer to share or support others with the same issue, eg, dementia care.  Are there other ways they can support the surgery/local community?  The surgeries would need to say what other help they could use volunteers for before we take this forward as a PPG. Susan to work with Matt and Carolyn to investigate this. | Susan to update Keith (Carolyn was at the meeting)  Susan to catch up with Matt and Carolyn to see where using volunteer expertise is feasible. |
| 8 | **Date of next meeting**  Wednesday March 2nd 5.30-6.30pm |  |