**Brook Lane Surgery**

**Patient Participation Group (PPG)**

**Minutes of the meeting 26th June 2012**

**Those present:-**

Michele Sharpe (MS) - Chair

Carolyn Hill (CH) - Practice Manager

Jill Durnell (JD)

Tracey Plumridge (TP),

David Woodley (DW)

Joan Baker (JB)

Lawrence Jackson(LJ)

**Apologies received from**

Adam Prebble (AP), Steve Hill (SH), Pauline Eliot (PE)

**Welcome and introductions**

MS welcomed the new members to the Patient Participation Group (PPG) and invited all members to introduce themselves.

MS described the rationale of the PPG as a “critical friend and support for the Surgery” which reflects on local and national issues. The PPG does not deal with complaints. A key focus is the findings of the annual Patient Survey and identifying ways in which the patient experience may be enhanced. The PPG also informs patients about particular issues that may impact them.

CH explained that as Practice Manager she attends as the Practice representative at PPG meetings so she can liaise between the Partners and PPG.

**Minutes from previous meeting**

Approved

**Sarisbury Community Fete**

MS informed the meeting that, due to the weather, the Sarisbury Green Fete has been postponed until the last weekend in July 2012. As MS cannot attend the revised date and she was unsure if other members are available she has cancelled the Surgery’s stall for this year. This decision was agreed by the PPG as the sensible thing to do in the circumstances. It is possible that PPG attend in 2013.

**Name of Group**

JD raised the fact that there are references of Patient Reference Group (PRG) and Patient Participation Group(PPG) being used as the title for the Group. CH clarified that the NHS documents use both terms and that some Practices use PRG for their virtual group and PPG for groups that physically meet, such as the Brook Lane group.

It was agreed that Patient Participation Group is the title that will be used at Brook Lane Surgery.

**Action**

* **MS and CH - Amend any references e.g. notice boards, website to ensure that PRG is replaced by PPG**

**Questionnaire re Appointments**

JD presented the questionnaire for the benefit of the new members to the group. LJ suggested that the questionnaire be reviewed which was agreed on condition that any feedback is received within the week. MS emphasised that there is a need to get this survey underway within the next few weeks. It was agreed that the survey would take place for two weeks starting on Monday 30th July 2012.

TP volunteered to demonstrate the use of the online booking system in the waiting room and will be available on Mondays. MS has the ‘Mickey Mouse’ training information.

DW suggested that leaflets explaining the on-line booking facility would be useful.

MS informed the PPG that the focus of the next Area Group meeting is appointment making.

**ACTION:**

* **JD – e mail the questionnaire to all members (JB given a hardcopy at the meeting)**
* **ALL – feedback to JD by Tuesday 3rd July latest**
* **ALL – submit dates to MS of availability for recruiting respondents in the waiting room**
* **MS – to let members know a date when she needs the above information, accommodating her holiday and the start date of 30th July.**

**Student Participation at the Surgery**

MS informed the meeting that a student has now joined the PPG and she is going to re-approach Brookfield School and, as suggested, will also approach Fareham College to identify Brook Lane patients who are interested in gaining experience by participating in the PPG activities. A poster will also be put up in the waiting room inviting 16-25 year olds to join the PPG.

**ACTION:**

* **MS – produce a poster for the waiting room**
* **MS – contact Brookfield School and Fareham College**

**Locks Road Surgery Update**

CH updated the new members about the approved closure of Locks Road Surgery and that this can only happen when the new Practice is opened in the Fareham Community Hospital. This poses a challenge in providing continuous service to patients so, in the short term, Brook Lane Surgery will be providing GP services at the hospital.

CH also explained that Brook Lane Surgery want to extend their boundaries which will provide residents of Priory Park and Strawberry Field developments with a choice of GP services. It is estimated that this will be circa 4000 additional patients. CH explained that patient numbers need to increase before an increase in healthcare professionals can be sanctioned.

**Hampshire Health Record**

There was considerable explanation about the Health Record for new members and discussion about its impact and promotion. A draft letter about the HHR, which it is intended to include in the August 'flu' information for relevant patients, was shared by MS with the group. This explained the intention of the surgery to download information to the HHR by December 2012, why and how this would be achieved and how patients could seek more information or even decide not to be involved.  
The letter met with general approval. Posters to communicate this information will be prepared for local venues – e.g. Library, Community Centre.

**Parking at the Surgery**

CH updated the group about the historic and current car parking problems and how the surgery is affected. Ambulance and Waste bin lorry access have had difficulties. In the case of ambulance access, which is needed fairly frequently, limitations could be life threatening. DW suggested that if the Post Office provided an office to collect mail it was also their responsibility to provide parking!  
It is now mainly the general public who are making access difficult; in Brook Lane, at the entrance road to the surgery and Post Office and on the shingle path. MS will write again to relevant parties.

**AOB**

There was no additional items raised

**Date of next meeting: 12th September 2012 at 18.30**