Brook Lane Surgery

**Patient Participation Group (PPG)**

**NOTES OF THE MEETING HELD ON**

**Friday 1 February at 18:30**

**Present**:

Jean Gange (JG)

Susan Barton (SB)

Ken Clay (KC)

Paul Lardner (PL) meeting Chair

Jill Sadler (JS)

Liz Simpson (LS)

Mel Watson (ML deputising for Practice Manager)

Suella Fernandez MP (joined at 18:58)

Dr Haslehurst (joined at 19:23 after surgery)

Dr Sexton (joined at 19:34 after surgery)

**Apologies:** Carolyn Hill (CH) Practice Manager, Dr McFarlane, Geoff Mason

|  |  |
| --- | --- |
| **Item** | **Subject/discussion** |
| 1 | **Welcome & Apologies**   * Apologies received as listed above . Since the last meeting Geoff Townley has resigned. The group expressed their appreciation for the time he has given to the work, in particular for his efforts on both the car park and the new telephone system.   The group agreed that Susan Barton would act as Chair, and Paul Lardner would act as Vice Chair. To share responsibilities chairing the meetings would be shared on rotation amongst those had expressed an interest in doing this. The group would continue to share other roles and responsibilities to be discussed as and when these arise.   * Volunteers to chair: SB, PL, KC   **Action Point 1:** SB will email out dates of local Fareham CCG meetings so we can volunteer to attend future meetings. |
| 2. | **Minutes of the last meeting** –  Were agreed – thanks to JG for agreeing to take these. |
| 3 | **Surgery Update**  Car Parking, most patients are appreciative of why we are doing the car parking initiative and the fact that we as a surgery will not be making a profit from any fines. There appears to be fewer people using the car park to collect parcels. CH has informed the personnel at the Post Office of the car parking regulations and the fines will come into force so the work force will have no excuses for using our car parking facilities.  In the forthcoming newsletter we need explained the virtual car parking permit, (that it is not an actual permit) and it lasts for 24 hours.  **Action Point 2:** SB is going to contact Lawrence Jackson (LJ) about the upcoming surgery Newsletter. CH has already been in touch with LJ about this and other items.. |
| 4. | **Items for Discussion with Suella Fernandez MP**  Suella, our MP joined the meeting at this point. She thanked the group for the invitation to attend our meeting; she also thanked us for our voluntary work to further the interest of the patients of this surgery.  Bus Service to Fareham hospital - The Task Force at the hospital and Suella have spoken to the Managing Director of First Bus who says there in not sufficient demand for a bus service. We find this to be unacceptable.  We would like to recommend a detour bus route for the X4 and to put forward the argument there is a renewed demand for a bus service. The hospital now has a lot more patients as there are more clinics and there are the same day access clinics. Also there is soon to be completed an 80 bed Rest Home next to the hospital and there is also the possibility that school children could use the bus to access Brookfield school. The route we are putting forward would simply be to add a little extra so the bus would join Brook Lane from the roundabout at the top of the A27 travel down Brook Lane, enter the hospital where there would be a bus stop and then turn around in the car park and return via Brook Lane up to the roundabout where it would re-join its existing route.  **Action Point 3:** : Suella will write again to the MD of First Bus to point out the additional demand for a service and that the hospital can be serviced by a minor deviation from an existing route.  A survey is available from Suella to determine the demand for a bus service to the hospital. SB has a copy of this and we can make them available in the surgery, they are already available in the hospital.  **Action Point 4:** : SB to send the survey to CH to make some copies available in the surgery, to Michele Sharpe for the surgery patient notice board and LJ to mention in the newsletter.  Surgery Capacity - We discussed the issue of the stress on the surgery as a result of increased patients due to new and planned housing development in the area. The surgery had 9,700 patients, but following the closure of a local surgery we are now up to 12,500 patients, with the likelihood of thousands more with the coming of the Greenaway Lane development. Local surgeries in the area are filled beyond capacity, and our very last resort would be to shut the books to new patients.  **Action Point 5**: We need to approach the CCG about our concerns in order to increase services to the area including more doctors for the area or even a new surgery for Warsash.  **Action Point 6:** CH to officially inform Suella of our concerns, adding patient data numbers to increase the strength of the case she can put forward to the CGG too.  Retention of clinical staff - The important issue of retention of doctors and nurses was impressed upon Suella along with the importance of a health awareness campaign; how patients can best help themselves. A  **Action Point 7:** SBto contact LJ to include this in the Newsletter and to include signposting information on how patients can help themselves indicating what services can be accessed before recourse to a doctor’s appointment.  The group thanked Suella Fernandes for attending. They also thanked Dr Haslehurst and Dr Sexton for attending after surgery, and Mel Watson for deputising for the Practice Manager. |
| 8 | **Items for next agenda**  Any items for next agenda to be sent to SB.  **Date of next meeting 18 April 2018 at the surgery starting at 18:30** |

**Summary of Action Points**

|  |  |  |
| --- | --- | --- |
| **Number** | **Action** | **Responsible** |
| 1 | Email out dates of local Fareham CCG meetings so we can volunteer to attend future meetings. | SB |
| 2 | Contact LJ about the upcoming surgery Newsletter and update on this meeting including carparking | SB |
| 3 | Suella Fernandes to again to the MD of First Bus to point out the additional demand for a service and that the hospital can be serviced by a minor deviation from an existing route. | SF MP |
| 4 | Send the survey to CH to make some copies available in the surgery, to Michele Sharpe for the surgery patient notice board and LJ to mention in the newsletter. | SB |
| 5 | PPG need to approach the CCG about our concerns in order to increase services to the area including more doctors for the area or even a new surgery for Warsash. | Volunteer please |
| 6 | Inform Suella of our concerns, adding patient data numbers to increase the strength of the case she can put forward to the CGG too. | CH |
| 7 | Contact LJ to include signposting information on how patients can help themselves indicating what services can be accessed before recourse to a doctor’s appointment. | SB |