Brook Lane Surgery

Patient Participation Group (PPG)

Patient Participation Group.  
Minutes of meeting: 11 February 2015

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| Those present: Susan Barton (SB) (Interim Chair) Jill Sadler (JS) Jean Gange (JG) Carolyn Hill (CH) Lawrence Jackson (LJ) [minutes] | Apologies:  Geoff Mason (GM) David Woodley |

1. **Welcome**

SB opened the meeting and welcomed new member, Jean Gange (JG).

1. **Minutes and matters arising**

The minutes from the previous meeting were accepted. SB commented that she would like to take the matter of the Terms of Reference further. Having read them, she felt that they should be revised in the light of the size of the Group and the things we find ourselves doing. She will put together some ideas for discussion at the next meeting.

SB later said that she felt the Patient Charter should be linked to the Group’s activities.

**Action:** SB to prepare a paper for discussion; everyone to bring ideas and thoughts including ways in which the doctors might be more involved, if appropriate.

1. **PPG Recruitment and Virtual Group Update**

CH held an evening for potentially interested patients to come to the practice and find out how they might be involved with the Group. Unfortunately, not one patient attended. However, JG (who was unable to attend the evening) has joined the Group and she is most welcome.

New patients to the practice are given information about the Group with other information along with form to complete if they are interested in joining. However, they tend to complete the form blindly, not realising what it is about. SB felt that the information and form should be on a separate flyer to make it stand out.

Michele Sharpe, the retired chairperson, has provided SB with details of a potential Virtual Group (a group of patients who would discuss topics via emails). SB feels that, after we decide upon our own remit, we should decide how the virtual group should be used to extend or supplement what we do. She will then contact them.

1. **Surgery Update (CH)**

* Sadly, Sue Bryant, Nurse Practitioner, is unwell at the moment and is away from the surgery. Sue intends to retire at the end of June.
* Dr Hall has resigned for family reasons and will leave the practice at the end of June.
* Dr Haslehurst is about to go on maternity leave and will probably return in January 2016.
* Dr Savage has been doing a lot of locum work at the practice but she will also be moving on shortly, again for family reasons.
* We have a new Nurse Practitioner, Philip Dilloway, who has been at the practice since October.
* All patients will have the right to access their medical records online, free of charge, by the end of March. They are already available in paper format but there is a charge for providing them. ***To access them online, patients will have to be registered to make online appointments and order repeat prescriptions.*** Registration is free of charge.

**Action:** Members of the Group to receive immediate access to their medical records and report back their online experience and how accurate the notes are to CH by the end of February.

* The annual survey that asks patients about the appointment they have just attended is currently ongoing with the GPs handing out questionnaires to patients. The results should be known by the end of March and members of the Group will receive a copy when they are known.

1. **CQC (Care Quality Commission) Surgery Intelligence Monitoring Report**

The CQC has monitored every surgery in the country against the same markers. (They approached random patients at each surgery and asked them to complete a questionnaire.) From the responses, surgeries are placed into one of six bands, band six being the highest band (the equivalent of six stars).

The Group congratulates the practice as ***Brook Lane Surgery appears in band six, the top band.***

Within each area, items are colour coded (green = OK, red or yellow = area for concern) and ***the practice did not have any items coded red or yellow***.

1. **Dementia**

JS reported that Fareham Hospital is going to operate a pilot scheme providing dementia support appointments. The Fareham and Gosport CCG is funding it. Appointments will be available all day every Monday and an Alzheimer’s adviser will be present. Before an appointment can be made, JS believes that patients should have been diagnosed with dementia.

**Action:** JS to confirm that both diagnosis and a referral form will be required.

From March, every Monday from 1 – 3 pm., there will also be a support group that will probably take the form of a drop-in dementia café where no appointment is necessary. Carers should particularly benefit from this as sufferers may be in denial.

1. **Area Patient Group Meeting 24 February 2015 – volunteers**

There is no agenda available at the moment. SJ said that, when an agenda becomes available, members can volunteer if they would like to attend. Meetings are held at Whiteley surgery at lunchtime.

1. **Any Other Business**

* JG brought it to the attention of the meeting that there is a web site called *Voice for Locks Heath* on which occasional items (including complaints) about local surgeries appear. CH was aware of it and is informed when anything relevant to the practice appears. She then makes any appropriate response, although she has noticed that comments about the surgery are mostly complimentary.
* JS attends Community Engagement Committee meetings and has agreed to feed back information to the Group about any relevant agenda items.
* LJ asked if the surgery is planning to send prescriptions electronically to chemists when requested by patients. CH said that, when a prescription is requested, the computer system automatically generates communications for the patient (such as, for example, a required blood test) and these are attached to the prescription for the patient to see. As there is currently no other way of communicating such matters to patients, there are no plans to send prescriptions electronically.

1. **Date and Time of Next Meeting**

The next meeting will take place on 6 May 2015 at 6.30 pm. at the surgery.

The meeting ended at 8.23 pm.