

Minutes of Forest Gate Surgery Patient Participation Group

Meeting held – Forest Gate Surgery Thursday 17th September 6.30pm

Present:

Raymond Burton (Chairman) Daphne Slawson (Secretary), Joan Collins (Treasurer), Dr Chris Newman – Forest Gate Surgery, Carole Rumbell – Forest Gate Surgery, Jacqueline Burton, Margaret Hitch, David Best
James Tibbs (from AR Pharmacy), George Moody, Jeanne Moody.

The Chairman welcomed members to the meeting, especially new members George and Jeanne Moody.

Apologies - John Reese, Jane Wilkinson and Ann Pruce

Financial report = Joan reported balance previously £839.59 with just one cheque for £17.50 paid out to cover mileage/parking to attend an older peoples information event. Balance now £822.09.

Secretary's report - Daphne showed the group the new PPG notebook which will be kept in the back office and informed the group that she had attended an older drivers meeting locally.

Daphne gave feedback to the group of a meeting she had attended at the CCG on 14th August 2015. Items had covered the Hampshire Trigger tool training and 'What shall we cook tonight'. An attendance of approximately 75 people at the PPG networking event where a main item of discussion had been how to recruit more younger members. She also reported that that the CCG had to find £28m of savings by the end of next year which had occurred due to lack of central funding. Deficit of approx. £10m this year. Totton and Waterside could link in with New Forest area.

Any Other Group Business:

Dr Newman advised the group of some changes within the practice. Duncan Forde, Practice Manager has now left and Emma-Clare Rockall is re-joining and will take up her post later in the year, around November time. Dr Newman gave the group an update on what is happening within the CCG and discussed co-commissioning. Informed the group of what is involved. Discussed buying services for the area from hospitals etc to tailor the services to the local population needs. Dr Newman informed the PPG that they can identify any needs or services they felt were required. Simons Stevens 5 year plan discussed. Dr Newman discussed how the surgery was working with the other Totton practices to deliver services.

JB and other members of the PPG stated that they would like the surgery to look into purchasing two new high seat chairs with arms both sides. Dr Newman agreed that this would be put onto the action plan and looked into. **ACTION – CR to obtain quote for new chairs.**

Dr Newman discussed the future of GP Practice and stated that the government would ideally like all surgeries to open 7 days a week from 8am to 8pm. Dr Newman stated that in the current financial situation that this would be unachievable.

Further changes at the practice were discussed including an addition of a new practice nurse starting in October. The group were updated on the new Health Care Assistant – Jo Robinson.

The group were informed of a new phlebotomy service the practice was offering on one Saturday morning per month. Two other members of the practice team are also being trained in venesection, Bexley and Bekky as the practice has started to offer blood test appointments through out the week again. Discussed warfarin taking service with the finger prick test.

CR discussed results of the new Friends and Family test. Overall 109 patients were extremely likely to recommend the surgery to their family and friends with 16 likely, 9 neither likely nor unlikely, 3 unlikely and 11 extremely unlikely. CR stated that annoyised comments were received from patients and 46 had been positive comments such as – good caring help, friendly and efficient service, and they always go the extra mile. 6 negative comments were read out to the group – the main theme being waiting times. Audit of waiting times to be added to the action plan. **ACTION – CR to audit waiting times and report back findings to the group.** One patient had suggested a rail at the front of the reception to put sticks onto – the group discussed this comment.

JB asked if new patients coming on to the list were taking up resources for the practice. Dr Newman explained that the surgery was paid according to its list size. Space within the practice was discussed and Dr Newman reported that the practice was at capacity for consulting rooms without actually extending the building. The practice is unable to reject patients if they wish to register. Discussion of geographical boundaries including which areas the surgery now covers. The PPG showed an interest in knowing the actual boundaries the practice accepted patients from within. **ACTION – CJN to bring boundary map.**

Daphne stated that she felt the surgery needed an electronic notice board that had the ability to show the clinicians waiting times. A new TV has been installed in the waiting room. The other members of the PPG agreed. This item was added to the action plan. **ACTION CR to contact Jayex to see what options are available.**

Updated group on ability to now send text messages for results. CR reported over 7,000 texts sent since its inception at the end of 2014. Discussed issue with out of date mobile phone numbers. The PPG is pro-active in assisting the practice with asking patients to make sure we have up to date numbers.

The importance of having more high seat chairs discussed again.

Hythe hospital development – slow progress. Introduction of care co-ordinators discussed. Dr Newman reported that we now have a care navigator working a couple days a week at the surgery, her name is Anne Townsend.

Daphne showed the group a new dementia folder which included support information and contact details and also mentioned that a new curling group had started locally in Totton on the 3rd Monday of the month. CR reported that the receptionists had recently had some in-house training for being dementia friendly...

James – from AR Pharmacy gave the group an update. Plans were being put together for a dementia friendly high street for Totton. The re-fit at the pharmacy is now more or less finished. The pharmacy is looking to spearhead awareness of mental health issues and work with groups with anxiety and depression. The pharmacy is taking part in cancer awareness coffee morning. A mole screening device is being introduced. For those not eligible for the free flu vaccination, the pharmacy can offer the jab at a cost of £10. The pharmacy has taken on a new full time pharmacist – Liam. James stated that they have separate consulting rooms if needed. James stated that he is keen to assist with growing the PPG and will take leaflets etc. James discussed the electronic prescribing service to the group.

PPG discussed implementing a short survey with the practice. JB felt easier to approach patients if handing out something. **Action- add to action plan and PPG to put forward short survey for handing out.** Waiting times discussed. Audit of waiting times discussed. Also discussed the issue of patients being seen with more than one problem which would result in the GP running late. Group would like the jayex board to show current waiting times for patients. PPG would also like named photographs of clinicians installed in the waiting room. This was agreed to be added to the action plan. **ACTION – CR to organise photos and suitable frame.**

The meeting closed at 7.40, with thanks to all from Raymond (Chair)

Date of next meeting – 3rd December.