

# **Minutes of the Forest Gate Patient Participation Group Annual General Meeting**

**Held at the Surgery on Wednesday 28<sup>th</sup> May 2014**

**Present:** Raymond Burton (Chairman) Daphne Slawson (Secretary) Joan Collins (Treasurer) Dr Chris Newman, David Best, Jacqueline Burton, Ann Pruce, John Rees, James Tibbs (AR Pharmacy) and Becky Scammell (Surgery Systems Administrator).

1. Raymond welcomed everyone to the meeting and thanked them for coming. There were apologies from Linda Blacker.

## **2. Minutes of the last AGM – June 2013**

Daphne gave a brief outline of the AGM Minutes, which mentioned there would shortly be a new surgery manager in place of Carrie Vincent, and Becky Scammell would be responsible for the newsletters and developing websites.

The last Minutes also mentioned updates for Lymington hospital, the Flu clinics and the meeting at Fordingbridge surgery. At that time the FG surgery plans for updating had been approved and it was hoped for work to start in August.

## **3. Secretary's report and updates on local group**

**Daphne** said - "Since the last AGM we have two new members – David Best and Linda Blacker and also Becky Scammell and the new Surgery Manager Emma-Clare Rockell.

Although these meeting are, hopefully, included on the website newsletter it is still difficult to recruit new members.

Joan and I have continued to attend the 3 monthly meetings at Dibden Purlieu for the Clinical Commissioning group and have recently been joined by Raymond and Jacqueline. Dr Fowler also attends as he is the surgery representative. It is at these meetings we have power point presentations on so many different welfare subjects – such as Strokes, Diabetes, Dementia, After and Current Life Support, the work of our local AR Pharmacy, ongoing future building improvements at Hythe hospital and updated clinics at Lymington and many more subjects.

We also enjoyed helping at the Flu clinics and at other times with surveys and encouraging any waiting room patients to use the blood pressure machine. We only help the staff with non-confidential items.

Comments heard regarding the surgery improvements have 90% of the time been favourable, although having more information on the big direction screen is often mentioned. The recent compulsory government survey of the surgery also produced very good results.

I would like to thank Becky for her time and help with the group and wish her all the very best on her maternity leave and the soon to arrive baby"

## **6. Any Other Business – talk by James Tibbs of the local AR Pharmacy on the Electronic Prescriptions and other pharmacy work.**

In order that James could leave by 7.30pm he was asked soon after the meeting started to enlighten members on the way that the electronic system that has been talked about over the past 6 years, and is gradually becoming a reality in Hampshire.

**James** explained that the new procedure will be a more positive thing in the long run. On-line prescriptions will go through a Dr first and then passed electronically to a pharmacy.

A question that arose on this method was how they will know if the patient is the correct person. It was suggested that a password, pin-code or address might be an answer to ensure security.

**Jacqueline** asked if patients would be able to state their preferences on colour or manufacturer of, say, tablets etc.

James also said that with the new method, patients will have more choice about where to obtain their medicines. They will be able to collect them from a pharmacy near to where they lived, worked or shopped. Collection waiting time will also be reduced.

**Dr Newman** thought the new set-up will be harder at first for Drs to cope with especially with patient details, and teething problems were bound to occur.

**David Best** asked James if there are any late night pharmacy openings in the Totton area as a few weeks ago he had to ring the emergency number to obtain urgent medicine. As there were no nearby pharmacies open he had to wait outside Boots in Southampton at 10.30pm on a very cold evening for quite a while, along with other people.

James thought that this matter was looked after by the NHS England Wessex team (tel: 02380 296914) the Patient Advice Service (PALS) at the Southampton General Hospital.

It would appear that this is how things are nowadays.

**James** was thanked for his talk that was enjoyed by all present.

4. **Treasurer's report** - **Joan** said the balance in the bank was now £868.59p, and the money had only been spent on Carrie's leaving present and a few travel expenses.

### **5. Election of Committee -**

**Raymond Burton** – re elected as Chairman. Proposed by Joan, 2<sup>nd</sup> by Ann.

**Daphne Slawson** - re elected by Secretary. Proposed by Raymond. 2<sup>nd</sup> by Joan

**Joan Collins** - re elected as Treasurer. Proposed by Daphne. 2<sup>nd</sup> by Ann.

### **6, Restart of Any Other Business.**

**Joan** said that as it is the 25<sup>th</sup> anniversary of the opening of Forest Gate Surgery, maybe some of the group money could buy a memento for it.

**Jacqueline** asked if perhaps there was something the nurses needed that could be bought for them to help the patients. **Dr Newman** said he will put it to the other Partners at their meeting and report back to the group with suggestions.

Dr Newman also informed the meeting that every 75 year old patient now has a named GP.

A new surgery receptionist is starting on 9<sup>th</sup> June, and Dr McInnes will have a replacement for a few weeks in return for another trainee Dr.

Raymond and Jacqueline are attending a **West Hampshire CCG patient participation group network day** meeting on 7<sup>th</sup> June and will listen to suggestions there.

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**7. Date of next meeting** - The meeting ended at 7.45pm with a date for the next PPG on Wednesday **17<sup>th</sup> September at 6.30pm in the surgery.**

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