

FOREST GATE PATIENT PARTICIPATION GROUP

Meeting held at the surgery on Tuesday 3rd December 2013

Present: Raymond Burton (Chair) Daphne Slawson (Secretary) Joan Collins (Treasurer), Dr Arney, David Best, Jacqueline Burton, Margaret Hitch, Ann Pruce, Becky Scammell. (Surgery Systems Admin)

1. Chairman's Welcome - Raymond opened the meeting and welcomed Dr Nick Arney who was standing in for Dr Newman.

2. Apologies for absence – John Rees and Sue Saunders.

3. Minutes of the last meeting (October 1st 2013) – **Daphne** reminded members that the Minutes had been circulated to those on email and delivered to others. They were accepted as approved.

4. Treasurer's report – **Joan** said that she had corrected the amount on her report of £776.59, as it should read £876.59. Allowing for current travel expenses the bank account now stood at £868.59p

5. Group Business i.e. surveys, membership, surgery help.

Raymond reported that things have not been done yet regarding patient's thoughts about the surgery update. **Jacqueline** said that someone had remarked there was no room for a kiddie's buggy and a toddler, and no room for people's feet. Some did not know in which line to queue. Members commented on the fact that the information board does not say which Doctor they were due to see – just 'room 6'.

Dr Arney informed us that the cost of having central entrance doors which could provide a direct access to the receptionists, would cost £30,000 extra, and that the information board was not so flexible as before.

Re the surveys – At the moment there is not a lot the volunteer members can help with, but when the 2014 survey is ready, staff will be asked if help is needed within the surgery. Becky asked if 'choices' were discussed for the annual survey, as the Minutes did not mention it. The website survey will be sent out to members of PPG. Nicky (Office Manager) is still looking for the current PPG comments book - **Joan** suggested a new book is started.

6. Report on the Totton & Waterside CCG meeting.

Daphne and **Joan** (and Dr Fowler) attended the latest meeting on 6th December at the Dibden Golf Course premises. A summary of updating Lymington and Hythe hospitals was read by Daphne, and that Lyndhurst is the next town to have 'Dementia friendly shops'. **See attached page.**

7. Forest Gate Surgery updates – **Dr Arney** said a bigger waiting room would ideal, but in 1989 there were only around 9,000 registered patients and now there are circa 13,500. Becky thought the information board ought to give more info, but Dr Arney said they are already looking to replace the present one. The subject of displaying photographs of the Drs and staff was raised again. The staff have had new uniforms. The surgery can now offer patients the chance to obtain prescriptions on line again, but proof of ID must be obtained first - i.e user name etc. A summary Carer record is now available to all.

The Flu clinics in October and November had around 800 people per Saturday session.

8. Any Other business - Surgery closed 25th and 26th December and 1st January 2014.

9. Date of next meeting.

.There being no further business, the meeting closed at 7.30pm. Next meeting is scheduled for **Tuesday 4th March 2014 in the surgery at 6.30pm.**

Brief notes from CCG group meeting 28 Nov. 2013

Re Hythe hospital

New build or refurb? Awaiting for assessment outcome. One question/answer is will the ambulance go or stay, or any other providers. Will keep groups undated.
The new floor plan is 1850msq but that will go back for final approval.
Phlebotomy – within the next 12 months it will be a new service but it is still working well.
Out patients – i.e. diabetics, dermatology, could be there. Hospital contracts etc. get more money if they do more. All organisations are competing.

Lymington Hospital.

Question – what services were wanted? There are a few changes now. 5 groups and the public were asked. Decisions are coming out in January how questions were received and how Lymington should look. The hospital should be well utilised as it is an expensive item., i.e. expending surgical injuries etc. but for the local people. Also can finances be moved to support more clinics.
Is there is a transport problem? There is supposed to be a free taxi service for people with ‘needs’, when the bus service was stopped. Lymington is a step up from Hythe but Hythe must be kept ok.

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Dementia summary.

GPs feed back re dementia. There are several groups on a map in Hampshire. The Alzheimer Society is doing a lot of work, and NFDC are having steering group meetings to help.
Lymington library will be dementia friendly by the end of the year. Stores, libraries, & care homes being part of the action line. Lyndhurst high street is the next to have dementia friendly shops. There was also mention of how to cope with dementia people in surgeries and talks that could be given to all the staff.

There is a Community Independence Team for vulnerable older people of 55 and over in the New Forest.

AOB included what was being proposed re a Forest ban on gypsies.
