

## FOREST GATE PATIENT PARTICIPATION GROUP

Meeting held 6.30pm Tuesday 18<sup>th</sup> September 2012

### Present:

Jacqueline Burton  
Raymond Burton  
Janet Bache  
Joan Collins  
Margaret Hitch  
Dr Chris Newman  
Daphne Slawson  
Carrie Vincent

### Apologies:

Pat Hodson  
John Rees  
Ivan Richards

### 1. Welcome and introduction

Daphne Slawson opened the meeting and welcome those present.

### 2. Minutes of last meeting

Daphne read aloud the minutes of the group's last meeting in March. The minutes were agreed as accurate, proposed by Janet Bache and seconded by Joan Collins.

### 3. Chair's report

Included in items 5/6

### 4. Finance report

Joan informed the group of recent expenditure: £23.00 hall rental for the group's AGM in June, £5.95 for identification badges and a card for Dr Torkington.  
The group's current financial balance is £926.27

### 5 and 6. Group business and report on Totton and Waterside PBC

Daphne and Joan attended the recent meeting of the PBC and gave the group a summary of the items discussed: (a) warfarin test are now available in some pharmacies (b) a hybrid pilot study about some blood tests is being carried out at Lymington Hospital (c) mental health care is well-developed in Hampshire (d) the NHS 111 advice line is now running (e) The 'Say it once' scheme is a way for patients to record their personal and medical details which can then be read by health professionals to reduce duplication of information

Carrie gave an interesting overview of the Clinical Commissioning Group (CCG) which will come into force in April 2013, and how the PBC contributes. Dr Arney is the Long Term Conditions Lead for our CCG and Dr Fowler has replaced him as a member of the

PBC group (Practice Based Commissioning). Carrie reminded the PPG members that the PBC group was looking for suggestions for the work they need to do next year.

#### 7 and 8. News from the practice

Carrie explained the work which will be starting soon to refurbish the waiting area and back office. The seating will be replaced by individual chairs and new carpet laid Carrie showed the group samples of the fabric colours. A new reception desk is being made and the small area to the left of the reception will become a confidential room and the blood pressure machine will be moved into it. There will be new lighting. In the back office there will be new desks and a screened-off area will be made for the staff manning the telephones to be in a quiet environment.

Jacqueline Burton asked if chairs of different heights will be provided. Carrie said that there will be.

Carrie asked for suggestions for topics for the next Patient Survey.

This year's 'flu clinics will be on two Saturdays 20<sup>th</sup> October and 3<sup>rd</sup> November as well as some Monday evenings 5.30 – 7.30pm. Daphne and Joan have volunteered to help at the Saturday clinics.

The script box will be replaced at some point as it fills up quickly and is difficult for patients to put their hands in a there is a sharp edge on the 'flap'

#### 9. Any other business

The group discussed paying mileage expenses if members have to travel anywhere on PPG business. The group agreed 40p per mile.

10. The next group meeting will be at 6.30pm on Tuesday 4<sup>th</sup> December 2012.