

Forest Gate Patient Participation Group

Meeting held at the surgery on Tuesday 4th March 2014

Present: Raymond Burton (Chair), Daphne Slawson (Secretary) Joan Collins (Treasurer), David Best, Jacqueline Burton, Becky Scammell (Surgery Systems Admin) John Rees.

1. Chairman's Welcome – Raymond opened the meeting and welcomed a new member, Linda Blacker.

2. Apologies for absence - Received from Sue Saunders and Ann Pruce.

3. Minutes of the last meeting (3/12/2013) - Daphne briefly read the last Minutes, and noted that the information board is still to be completed. They were accepted as approved.

4. Chairman's report - Raymond and Jacqueline attended a meeting on behalf of the committee at Hedge End on 31st January 2014 for a CCG Strategy Development Workshop at 9.30 am.

He reported - "We were welcomed by Heather Hauschild, - Chief Officer, followed by an explanation of the context of the workshop by Dr. Sarah Schofield, Chair of the West Hants CCG. Delegates from different centres were allocated tables which were attended by one other delegate. two G.P.s and two CCG officers,(Clinical Leaders). according to availability.

Discussions regarding priorities ensued and changes in the way surgeries had operated over recent years were defined. It was noted that patients' concerns should receive more consideration, although this was subjective.

Information gained from the workshop was taken "on board" by Clinical Leaders with a view to financing improvements.

This was followed by an interactive discussion between all the delegates and the results would be taken into account as summarised by Dr. Nigel Sylvester.

An excellent lunch was provided during which networking continued."

Raymond added that – "until proposals are defined, it is difficult to comment further"

5. Financial Report – Joan said the financial fund was as before with £868. 59p.

6. Group Business – Surveys, comments and surgery help.

The recent survey was successful in that 451 patients had responded, mostly positive with not many bad comments but some with comments regarding the waiting room.

David said that getting from the entrance to reception desk is rather difficult and why can't the doors be moved as it also cold for those sitting near them.

Daphne had previously asked about further surgery help. The Office Manager (Nicky) had suggested helping to update patient phone numbers and asking if they had taken their own blood pressure recently, and if not, would like to be shown how to use the machine.

7. Report on the Totton and Waterside CCG meeting. – Jacqueline, Raymond and Daphne attended the latest gathering at Dibden Purlieu. A **condensed summary** by Jane Physick (NHS WEST HAMPSHIRE CCG) of this meeting is also attached.

The report regarding electronic prescriptions, that is being considered in other parts of the area, will probably come into use in the near future. EPS enables prescriptions to be sent electronically from the GP to the pharmacy ready for collection.

It makes the prescribing and dispensing process more convenient for patients.

(Apparently the I of W and Portsmouth have gone over to this method and So'ton is thinking of it.)

8. Surgery News and updates – Becky said that there are a lot of training updates, as well as the recent CQC surgery visit, and there had been many comments on the **practice survey** saying we are the best in Totton..

9. Any Other Business. – There is to be another meeting at 7 June 2014 at Wells Place in Eastleigh (not far from the Swan Centre). and representatives of local surgeries would be welcome.

10. Date of next meeting – 28th May 2014. at 7o'clock for the AGM in the surgery.
Please note different time.