

FOREST GATE PATIENT PARTICIPATION GROUP

Meeting held at 6.15 on Tuesday 14th May 2013 in the Forest Gate Surgery

Present:

Daphne Slawson (Chair) Carrie Vincent (Practice Manager), Dr Chris Newman, Joan Collins (Treasurer) Jacqueline Burton, Raymond Burton, Margaret Hitch, Ann Pruce, and Sue Saunders.

Apologies – John Rees, Stan Burt, Pat Hodson. Ros Mortimer is unable to attend for the near future due to home circumstances.

Minutes of the last meeting

Daphne opened the meeting and went briefly through the last PPG Minutes that had been previously circulated to members.

She also introduced the members to the last CCSG (Clinical Commissioning Stakeholder Group) Minutes from their meeting on 1st March 2013 at Dibden Purlieu. This group consists of 3 Totton and 3 Waterside practices Waterside Practices, their patient and Dr representatives, Totton and Eling Town Council, Hythe & District parish council, Age Concern New Forest East, Alzheimer's Society, Adult Services NF North, Adult and Older People's Mental Health. The idea was to inform our members of some matters that come under discussion such as the Dementia update, Hythe Hospital development and key factors in the Phlebotomy services and the latest West Hants CCG update- which became a statutory organisation on 1st April 2013.

There was also a section regarding the terms of Reference for a Patient group and the purpose of a PPG - see below

- “ 1. To give practice staff and patients the opportunity to discuss topics of mutual interest in their Practice.
 2. To provide the means for patients to make positive suggestions about the practice and their own healthcare and to provide feedback about the activities and services provided by the practice.
 3. To act as a representative group that can be called upon to influence the local provision of health care.
 4. To encourage health education activities within the practice.
 5. To involve further patients from the wider population.”

Finance Report

Joan said that the finance situation of £918.27p had not changed. This money was initially a grant for a project. There was a discussion as to whether any of the unused money could be donated to a charity.

A cheque sent in payment to a member that, after six months had not been cashed, was written off.

Group Business

At the start of the meeting **Carrie** had explained what commissioning groups are.

Renovations –She gave an insight as to alterations/improvements in the surgery due to start on Friday 14th June. She said that the children' section would become a 'sea-side' area adjoining the current reception desk. **Ann** suggested that some of the grant money could perhaps be donated toward this work. The blood pressure section would be behind a new wall on the other side. Also included is the entrance, seating, chairs, privacy, better lighting, entertainment in the

form of a TV and books, a new reception desk and positioning with the computers tucked out of sight.

Staff training continues and once a month the surgery is closed for one and a half hours .

No new equipment is needed at this time. **Sue** said perhaps some of the existing equipment could be lent out to patients – i.e. tens machines and blood pressure monitors.

However, **Dr Newman** said that past experience showed that it was difficult to keep track of lent equipment, especially for long term patients.

Current action plan

Carrie explained how the action plan that followed the annual patient survey, had been published on the website in the form of a report. The report also deals with the formation of the PPG and PRG and the methodology behind the patient survey. The action plan is divided into five areas:

- forming a group to look at the appointments system and continuity of care
- looking at a texting system for results
- updating the waiting room
- staff training
- auditing waiting times in the practice.

Next year's survey was discussed and it was agreed that it probably should be shorter to encourage more patients to fill in it.

Any Other Business

It was unanimously agreed that a small article regarding the FG group and impending AGM could be sent to the Hythe and Waterside Publishing magazine asap before the next closing date in the hope of attracting more interest and attendance. It is a 3 weekly, free, local community magazine for the Waterside area on the edge of the New Forest in Hampshire, and its surrounding areas, including Totton, Romsey & Lyndhurst and available from many outlets.

Daphne will be attending the next CC stakeholder group meeting on Thursday 16th May at Dibden Purlieu, with Dr Simon Fowler. She will ask Jane Physick, of the NHS West Hampshire CCG, if she thought it a good idea for their Minutes to go out in the Forest Gate newsletter, but understandably in a summarized form.

AGM

The date of the next meeting (AGM) will be 25th June 2013 at the **Forest Gate Surgery**, starting at **7.00pm**.

The meeting closed at 7.25pm with thanks to all who attended.