**PPG Meeting Thursday 16th October 2014**

**Minutes**

**Present**

Beverley Arthur – Chair

Bob Blease

Judith Redman

Louise Holyer

Tony Phillips

Sue Ward

Lorraine Halsey

June Thomson

Julie Smith

Caroline Challis

Dr Adrian Cole

The meeting was held at Lockswood Surgery

* **Minutes of last meeting and matters arising**
* **Update of the Action Plan for 2014/15 –** There will be three:-

**Appointment System –** Are we getting the commuter clinic times right? Audit the demand for appointments.

**Seldom Heard Groups –** Use MJOG (our texting service) to reach these groups. Would having the meetings at different times during the day help?

**Customer Care –** How does the practice receive patients (look at both staff and clinicians)

* **Next Survey –** To look at a mixture of the “appointments system” including Triage and “customer care” Julie will put together some questions and send them out to the group. If any of the PPG members come up with a question, they will in turn let Julie know.
* **Fareham Locality Group –** Beverley gave a summary of what was discussed at the last meeting. The Red Cross mobility aids services is soon to be available at The Fareham Community Hospital. It will be opening sometime in the autumn. Beverley did supply a hand-out for information. She also mentioned what the other practices in the area were doing with their PPG’s. There was also an update by Dr Keith Barnard regarding Adult Mental Health. Apparently there are only 28-30 mental health beds in the whole of Hampshire.
* **DNA’s –** Beverley is still collecting numbers per month and is adding the total number of DNA’s to the PPG noticeboard in reception. There were a total of 149 DNA’s last month, which is an increase of people not attending their appointments from June’s figures which were 121.
* **Friends & Family –** From December 2014 all practices will be under a contractural requirement to undertake the Friends & Family test and report the results. There will be one standard question and one or two questions decided by the practice. The standard question will ask if a patient would recommend our practice to friends and family members if they needed similar care or treatment.
* **AOB –** The question was raised again regarding electronic doors into the surgery building.
* Could the chairs be moved outside the patient’s toilets? It would make it easier for anyone with a walker or wheelchair.