**PRG Meeting Thursday 12th June 2014**

**Minutes**

**Present**

Beverley Arthur – Chair

Judith Redman

Louise Holyer

Jennifer Dewhurst

Tony Phillips

Dr Adrian Cole

June Thomson

Julie Smith

Jill Jennings

Caroline Challis

The meeting was held at Lockswood Surgery

* **Minutes of last meeting and matters arising** – DEFIB is still to come to Locks Heath. There is no date for this yet or where it will be situated. Several persons will be trained in the area.
* **In-House Mini Triage Survey results and observations** – The survey was handed out to a total of 149 patients over the course of three mornings by Beverley. Two patients have actually refused to take part! On the whole the vast majority of patients gave a positive response. Over 71% of patients were called back within one hour of calling in and of that 71%, 44% were called back within 30 minutes. 84% were given an appointment for the same day.
* **Report from last Fareham Locality Group** – Beverley gave a summary of what was discussed. Stubbington practice talked about the posters they are using, Brook Lane do not use the triage system yet but are looking at DNA’s, Jubilee mentioned their CQC visit and the only negative issue raised was regarding recruitment. Their triage system is working well and they feel their DNA’s have reduced. Highlands practice has a new GP and has recently carried out a survey on sharing medical records. The Centre Practice has had their CQC visit and the only problem they had was with NHS choices. Westlands have a new senior partner and a new appointments system and Portchester’s PPG are focusing on current health issues on their PPG noticeboard.
* **Surgery DNA’s** – **Anaylsis of one month’s figures for the nurse** – This was worked on how many days in advance the appointment was booked. It seemed to show that those booked two weeks in advance were where most DNA’s occurred. Beverley will look at the GP appointments for the same time to see if there is a pattern.
* **Action Plan for 2014/15** – These will be:

**Appointment System** – Are we getting the commuter clinic times right. Are they serving these patients?

**Seldom Heard Groups** – Ethnicity is not represented in the PPG. Try to use the midwife and health visitors to encourage their patients to join.

**Customer Care** – how does the practice receive patients (both staff and clinicians?)

* **What shall we put on the PPG noticeboard**? **–** A summary of the last triage survey with graphs and notification of all DNA’s in the practice.
* **AOB** – Fareham Community Hospital AGM is Thursday 26th June.
* **Lockswood Surgery** will now be offering more blood appointments. We will now be offering 125 appointments per week.
* **Red Cross** – Dr Keith Barnard is trying to obtain a room at the Fareham Community Hospital for Red Cross but so far he has hit “red tape”!
* **Dr Adrian Cole** has a meeting with Councillor Mark Hoburn next week and will be discussing the need for another GP surgery in the area.