**PPG MEETING THURSDAY 7TH JULY 2016**

**MINUTES**

**PRESENT**

Beverley Arthur (Chair)

Dr Jonny Britt (Partner)

June Thomson (Practice Manager)

Julie Smith (Assistant Practice Manager)

Jackie O’Brien (Reception Supervisor)

Judith Redman

Norman Pasley

Cheryl Coote

Caroline New

Laura Greenhowe

Julie Smith

Susan Ward

**Apologies**

Tony Philips

Andy Cross

Lorraine Halsey

Valarie & David James-Bailey

Jennifer Dewhurst

The meeting was held at Lockswood Surgery

**Minutes of last meeting and matters arising**

**Recent Practice Survey EPS –** The survey was in connection with online ordering of prescriptions and the EPS (Electronic Prescribing Service). It was sent out to the Virtual Group and Caroline New and Julie Smith came in and gave out questionnaires to patients in the waiting room. It is not sure the results give a true representation of the practice as only a small amount of people took part. It was decided to redo the survey in six months and to provide more signposting and advertising prior to this. Also it was felt we needed to differentiate between “on-line ordering” and “EPS”.

**DNA’s –** These are still very high. It is an ongoing issue with all GP practices. It was decided to post the DNA policy on the website and to attach it to our newsletter. All were in agreeance.

**Noticeboard –** Susan Ward felt the monthly calender update had naturally come to an end. Questions were asked as to where we go from here. Maybe look at a specific health issue or topic for the month. It was thought that updating it bi-monthly would be more beneficial. Beverley was happy for anyone to add to the noticeboard as she does find it hard to come up with fresh ideas each time.

**Carers Groups –** Julie Smith (PPG Member) met with others thinking of doing the same thing and now feels this needs to be reconsidered. She feels the initial idea will not happen. Unfortunately it is not able to be “GP” led as there is no spare time. Julie felt we could not offer anything that is not already out there.

**PPG Newsletter –** Beverley is doing a great job with this and issues a new one every two months. This will be attached to the practice newsletter for easier distribution to patients. Please email Beverley with any ideas for the newsletter.

**Practice CQC Visit –** This was carried out on 21st June 2016. The practice is now waiting for the results which should be out around the end of August. It was an extremely intensive day for all involved. The practice was not given any indications of any issues found and is hoping for positive feedback.

**Fareham Locality Group –** Beverley summarised the items discussed which included “Better Local Care” called “MCP’s”. For a more detailed account, please contact Beverley for a full copy of her notes.

**Action Plan 2016/17 –**

1. Redo EPS Survey
2. Dementia Friendly Practice
3. Promoting Self Help groups including under 16’s for carers to use.

**AOB**

**Agenda -** Does anyone want to contribute to the agenda? If so please email Beverley or Julie directly.

**Complaints –** last year we had 27 complaints (admin & clinical).

**eConsult -** This is going to be introduced into General Practice. It is a platform that enables patients to self-manage and consult online with their own GP through their practice website. More information will be given at the next meeting.