**PPG Meeting Tuesday 21st July 2015**

**Minutes**

**Present**

Beverley Arthur – Chair

Caroline New

Susan Ward

Lorraine Halsey

Julie Smith

Tony Phillips

June Thomson

Julie Smith

Dr Bidisha Buckham

Caroline Challis

**Apologies**

Norman Pasley

Andy Cross

Judith Redman

Laura Greenhowe

Chris Hoar

David James-Bailey

Robert Blease

Jane MacDonald

The Meeting was held at Lockswood Surgery

* **Minutes of last meeting and matters arising**
* **Update on last/forthcoming Practice Survey –** In the past the practice has carried out survey’s on Triage, Customer Care, Opening Hours and the blood taking service. Discussions were to cover DNA’s and Customer Care. Any questions relating to any forthcoming survey must be directed to Julie.
* **The on-going situation with DNA’s –** Tony Phillips (a member of the PPG) has been coming into the practice and calling patients who have DNA’d. He felt that they needed to be called sooner than leaving a long gap from the appointment time until the phone call. He felt he could call on a Tuesday or Wednesday PM or on Saturday mornings. Also when he speaks to the patient he will ask if they have on-line access as they can cancel appointments within this facility. If they have a mobile phone, they will also receive a text message. He will also look at the ages to see if there is a pattern.
* **“Splinter Groups” –** Beverley Arthur (PPG Chair) has asked if anyone wants to take on the role of organising people. Julie Smith (PPG) would like to set up a forum for other people with longstanding illnesses and will help regarding “Splinter Groups”. These can be advertised on the website or PPG noticeboard. Julie will do a poster and take it to the next Locality Meeting.
* **Report from meeting of the Fareham Locality Group –** Beverley Arthur missed the last group but discussed items are listed below:-

GUDGEHEATH LANE SURGERY –Using text reminders. Have own noticeboard, Every quarter they have different subjects on their noticeboard.

CENTRE PRACTICE – They discussed drug wastage and medication reviews, which pharmacists can help with. The practice may trial text reminders for landlines cornering DNA’s.

STUBBINGTON MEDICAL PRACTICE – These practices has lots of meetings, formal and informal and takes part in fundraising events.

WESTLANDS MEDICAL CENTRE – They reviewed their Friends & Family tests as well as the latest entries on NHS choices. They discussed the next years 2015/16 action plan. Six issues were chosen and were sent to the virtual group to choose the top three preferences, which will be discussed at their next meeting.

JUBILEE SURGERY – Difficulties recruiting GP’s. Started new triage system on Mondays and Fridays. Six week wait for routine appointments. DNA’s have risen again even though they use text reminders.

* **Action Plan 2015/16 –** Some action plan discussions will be held between June Thomson & Julie Smith who will then present their ideas to the “virtual” group and PPG for agreeance. One idea noted was how long patients are waiting for referrals to physio. Another area to be looked at is customer care.
* **AOB – Intercare & used medicines** – Beverley Arthur has spoken with Everett’s chemist in Locks Heath. The pharmacist feels this is not ethical so does not want to participate. Beverley will approach another chemist in the area.
* **Egton Quote –** June Thomson has looked into having a TV display in the waiting room. There is a substantial charge for this and would cost somewhere around £3145 to install.
* **Medical Loans Department -** A new Medical Loans Department will be opening at the Fareham Community Hospital on the 4th January 2016. There will be a leaflet and posters comings out to promote the service. It will be open Mon – Fri 10am -12noon.