

Present

Kevin Blakemore	Chris Parry	Malcolm Simpson	Stuart Collie
Claire Collie	Keith Anthony	Liz Simmonds	Hilary Jones
Sandy Sell	Tracey Keogh	Tricia Weidner	Tilly Siva

Apologies

Sue Hazell	Judy D'Arcy	Christine Ballie	Georgina McMaasters
Michelle Campbell	Norman Coombes		

Meeting Notes and Actions

Point	Item	Action(s)	Action By
1	Minutes of previous meeting read and agreed as correct.		All
1a	Attend Parish Council Meeting	Kevin will arrange to present PPG at the next Parish Meeting	KB
1b	2 features to be produced for Parish Magazine. 1) CQC Report 2) PPG activities.	Carried over from last two meetings as Sue has been unable to attend. Update from Sue at next meeting.	SH
1c	PPG constitution has been finalised and needs signing.	Kevin will send to Judy for signature.	KB
2	Dr Siva attended the meeting to discuss current issues. Main challenge is providing services for patients with current staffing levels. Currently no locums available to cover upcoming maternity leave. 2 new GP registrars starting on 1/8/2017. Website being developed to look at directing patients to other sources of healthcare provision when not necessary to attend surgery. Also looking at number of home visits to patients. 80% of patients (mainly age 75+) visited at home could come to surgery. A possible solution could be to set up a volunteer driver service to help with this. Also discussed getting a communication out to sheltered accommodation units locally with regards to getting patients to visit the surgery rather than	Tilly to update PPG at next meeting on current situation regarding GP cover Chris Parry to contact Tracey Trust about accessing their volunteer driver rota for bringing housebound patients to surgery for appointments Kevin to check with Ealing practices on how they deal with home visit requests	TS CP KB

	<p>have home visits. PPG to discuss the suggestion of setting up a Facebook page to promote the surgery & its services. Other suggestions were to look at recording a revised surgery answerphone message to better direct patients to the right support first time & potential training for reception team on triage of patients.</p>		
3	<p>Sandy Sell discussed the creation of contact list for organisations who provide patients with information & support for rare diseases. Also referred to suggestions made for information to be included on the website for general information and these included the following:</p> <ol style="list-style-type: none"> 1. When to use the 111 service and what help to expect from it. 2. How to obtain an emergency repeat prescription when the surgery is closed. 3. How to obtain medication when you are away from home and have run out. 4. Action that a carer should take if a patient has had a fall and cannot get up. 5. How to get an initial referral to the Patient Transport Service and how to book follow up trips. 	<p>Stuart to look at how these suggestions could be incorporated into the practice website</p>	<p>SC</p>
4	<p>Stuart took us through the work he & the communications team have been doing on the website. Stuart has been in contact with the team in Blackpool who build & manage the site and he now has access to the website to enable him to incorporate the re-design suggestions. Suggestions for information that could be developed to include were as follows:</p> <ol style="list-style-type: none"> 1. GP availability (weekly rota) 2. Who runs the website 3. Practice newsletter 4. How to make appointments 5. Late date of update for the website 6. Links to other local PPGs <p>Suggestion was also made to put a box in reception to encourage patients</p>	<p>Stuart to update on further website developments & progress at next PPG meeting</p> <p>Chris Parry to contact Burnham H/C PPG to explore how we may get insight from their experiences</p>	<p>SC</p> <p>CP</p>

Southmead Surgery
PPG Meeting

Monday 10th July 2017
6.30 pm

	to provide suggestions, information, feedback etc to the PPG. Chris Parry also volunteered to visit Burnham PPG to discuss how they operate as they have been in existence for some time and may provide local support.		
5	AOB Tracey Keogh suggested to look at how patients are contacted regarding management of Long Term Conditions, vaccinations and screening tests.	Follow up at next meeting	All