

# Southmead Surgery

## PPG Meeting

**Monday 17 September 2018, 18.30**

**Present: -**

Kevin Blakemore, Chris Parry, Malcolm Simpson, John Burett, Keith Anthony, Carole Hope,  
Sandy Sell, Anne King, Tracey Keogh, Liz Simmonds.

**Apologies: -**

Tricia Weidner, Georgina McMasters, Hilary Jones, Judy D’Arcy, David Hurst

**Meeting Notes and Actions:-**

**Actions**

1. Each member of the group introduced themselves, 3 new members were welcomed, John Burett, Carole Hope and Anne King.
2. Any actions from the previous meeting will be covered during the agenda.
3. Dr. Siva joined the meeting and covered several issues.  
An “Improved Access” system will be implemented from 1 October. On a Thursday evening, Dr.Siva and the paramedic will be available up to 8.00 p.m. for appointments booked in advance and specifically for patients who, due to work and/or travel commitments, are not able to attend the surgery during normal surgery opening hours. Non-Southmead patients within the Locality Unit will be able to access these appointments after 4.00p.m. on the day, if any remain unbooked by Southmead patients. Southmead patients will benefit from a reciprocal arrangement with the other surgeries in the Locality.  
The current “Out of Hours” service run jointly with Burnham and Stoke Poges will remain unchanged at this time, and can be accessed by dialling 111. The current welcome message recorded by Dr. Siva for the Southmead Surgery will be revised to clarify the difference between emergency calls, (999), and out of hours access, (111). **Dr. Siva**  
Two new pharmacists are employed by the surgery, one for 2 days per week, the other for 2 half days, due to increase to 4 half days.  
Patients given appointments with a pharmacist/paramedic etc. will be advised that should it be needed, a doctor will always be available to consult as part of the appointment without the need to rebook the appointment.

**Surgery  
Management Team**

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## Actions

On-line access via the "Patient Access" website was made more difficult by the provider making unannounced changes to the log-on procedure.

The alternative direct access system, "Evergreen Life", was unchanged.

A regular, surgery based, clinic is to be devised to help patients register for direct access.

KB/SH

This year's flu vaccine for the over 65s is now available.

4. The volunteer driver scheme was trialled during July using the 4 drivers who at that time had been DBS checked. Two patients were successfully transported to and from the surgery and the process appeared to work satisfactorily.

The scheme will be fully implemented from 1 October. There are now

8 DBS checked drivers, 2 more with the DBS process underway and 3 more drivers who have indicated their willingness to join the scheme.

Prior to the start date, the volunteer drivers will be contacted to ascertain their availability during October and a rota drawn up.

SS

5. An improved "Out of Hours" service needs to be devised jointly with the Stoke Poges and Burnham surgeries, involving revised locations, (possibly including Wexham Park). The target timescale for implementation being April 2019.

KB

6. The surgery arrival screen is to be amended to give better guidance to the patient on which waiting area they should use.

KB/SH

7. Within the surgery website, the PPG page needs to be kept up to date. This task was formerly undertaken by Stuart Collie, but will be passed to another PPG member.

KB/TK

8. It was suggested that it would benefit patients to have a "real time" notice in the main waiting area showing the location of each of the surgery medical practitioners. The feasibility of this should be investigated.

SH

9. Date of next meeting is **Monday 29 October at 18.30** in the surgery waiting room.