

SOUTHMEAD SURGERY PPG MEETING
MONDAY 5th DECEMBER 2016 6:30pm

Present:

Marcia Lawton
Georgina McMasters
Maurice Ridgley
Norman Coombs
Stuart Collie
Malcolm Simpson
Ray Campsie
Sandy Sell
Hilary Jones
Christine Bailie
Kevin Blakemore
Paul Kent
Charlotte Boyle
Alan Goodall
Tricia Weidner
Lindsay Finch
Tracey Keogh
Sue Hazell

Apologies:

Joe Merritt
Keith Anthony
Liz Simmonds
Ruth Millson

1	Introductions	Members of the group introduced themselves	
2	Minutes of last meeting	<p>We spoke briefly about the action plan, some members had found it difficult to open the embedded documents. In future these will be sent as attachments.</p> <p>Complaints – 16 complaints in the last 12 months 9 clinical, 3 regarding repeat prescriptions, 1 re another provider, 1 re travel vac information, 1 re triage and 1 about the waiting time. Some members felt this was not a true reflection as some patients may not know how to complain. There is information and a form on the website and posters in the waiting room. CB had not been offered a complaint for by reception,</p>	SH

		<p>SH to discuss at next team meeting</p> <p>Noticeboards to be re-arranged, one member to undertake this – thank you</p> <p>Parish Magazines – article written for Hedgerley, awaiting editor of Farnham Common publication to contact surgery</p> <p>Patient Access/Waiting Time – posters & leaflets done</p> <p>Website – suggested it should be updated more regularly and all items dated. Doctors timetable to be added.</p> <p>Photo Gallery – all staff members to supply a photograph by end of December</p> <p>Text Messages – now one message</p>	
3	Group Set Up	<p>To appoint a Chairperson and a Secretary Anyone interested to email SH before the next meeting</p> <p>Members want to have Practice Manager and a Partner present at meetings – Dr Siva to attend January meeting</p> <p>Doctors to provide a “Terms of Reference”</p>	
4	Group Demographics	<p>Suggested that we may recruit younger group members by advertising at Baby Clinic – SH to speak to Health Visitors</p>	SH
5	Appointments	<p>SC had surveyed his road and found that most people experienced a problem seeing the doctor of their choice on the day. 2/3rds of appointments are pre-bookable, 1/3 for “on the day emergencies”. All doctors are part time, however appointments can be booked up to six weeks in advance to enable patients to see the doctor of choice.</p>	
6	GP Funding	<p>KB works with NHS England. To meet with SH to discuss what may possible be available. Also to discuss Training.</p>	SH/KB

7	AOB	Paper copies of minutes available in reception. Discuss with Burnham "Roundabout" regular column. Facebook page For future meetings all paperwork to be emailed at least a week before Sign in book available for PPG Next Meeting Monday 16 th January 2017	SH
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Meeting closed at 7:35pm