

Waterfront and Solent Patient Participation Group

Minutes of meeting held on Thursday 16th January 2020 at 6.30pm at the Waterfront and Solent Surgery

Present: Alan Johnston (Chairman), Jill Tomlin (Vice Chair), Gill Johnston (Treasurer), June Matthews (Secretary), Colin Bell, Christine Glass, Pauline McMahon, Polly Read, Pam Sexton, Moria Steele, Sandra Wilkinson

Welcome

The Chair, welcomed the two new committee members, Chris Glass and Moria Steele. introductions had already been made.

Apologies There were no apologies.

In Attendance: Dr Andy Hoyle

Minutes of Previous Meeting

The Minutes of the last meeting held on 19th September 2019 were agreed and signed by the Chair.

Matters Arising

Polly Read said it appeared that no progress had been made with staff wearing badges and asked if perhaps we could be told if there was a valid reason why badges were not worn. She went on to ask if, when speaking to the public, members of staff could identify themselves. Dr Hoyle said that had been standard procedure in the past and he would raise this at the forthcoming Admin Meeting.

Whilst on the subject of badges Gill Johnston said she would have more badges printed for those Committee members who didn't possess one.

Treasurer's Report

Gill Johnston reported that there had been interest of 22p and the amount in the account now stood at £2.525.71p

She requested a replacement signature for Martin Cross and Pam Sexton said she would be willing to become the second signature.

Flu Clinic

Dr Hoyle was asked if advertising the flu clinic had been beneficial. He said there had been well over 950 vaccinations, exceeding all previous numbers, all their surgery's stock had been used as well as those of Red and Green's. It was felt there had been less take up of tea and coffee and, although the tombola was slow to get started it had eventually done reasonably well.

Locality News

Dr Hoyle reported that there had been a lot more activity at Primary Care Network. He said that Tracey James, the social prescriber had been in the post for two months . He explained that this role had been newly created and Tracy had been finding out what services were available and identifying groups which required support. GPs had also made referrals and there had been a very positive feed back. She had been signposted to give support to those evicted, homeless and those in very desperate situations. She had been based at the practice but would now start to spend time at other Practices in the PCN.

The newly appointed pharmacist, Ogo, had started and Dr Hoyle felt she would be a great asset. She is based at Forestside and will spend her time in nursing and care homes where she will give longer time to each patient advising them on their medication. She will cover three surgeries and it is hoped that she will also help eradicate the problems which surgeries and Retail Pharmacies have been experiencing.

Practice News

Dr Hoyle said that losing the Receptionist, Gemma, had been a sad loss. Paul, the new Receptionist had replaced her two weeks ago and was settling in well.

He also reported that Claire, the Nurse Practitioner, was leaving. She joined the practice four years ago and had been a valued member of the team, being responsible for a vast amount of patient facing and a managerial role. She had also been trained in processing repeat prescriptions which took up 3 hours a day which released doctor's time to keep more appointments. At present the thought was that two new nurses were required, providing cross cover and flexibility. At the same time it is hoped to offer training, investing in staff who were already part of the team.

After completing her five months, Grace Solomon, the Registrar was leaving in two weeks time and a further Registrar was not being appointed for six months.

Dr Hoyle said Dr Sherwin has asked him to raise the proposed intention of closing the surgery car park to patients. Dr Hoyle explained that it had become a common occurrence that doctors had been unable to move their cars to get out to an emergency. There were also now more staff who needed to park. The committee fully understood this and it was suggested that the Council be approached to see if two disabled bays could be provided in the municipal car park as close to the surgery as possible. Dr. Hoyle said he would ask Sarah Trompetas to approach the Council. Polly Read said she could organise an appropriate banner as needed.

Emails and GDP

The Chair raised the need for confidentiality of emails especially in view of the recent Government's Directive as there was a obligation to protect personal data. Dr.Hoyle suggested that Alan Johnston should contact Dr Sherwin about this.

Open meeting

In view of the difficulties experienced with sound at the AGM in October The Chair asked if Chris Lund could be approached to operate the sound system at the Open Meeting in April as his expertise had been valuable at a previous meeting and Colin Bell said he would contact him.

It was also asked if the speaker for the April Open Meeting could be asked for a title for her address. June Matthews said she would contact her. Colin Bell reminded the Chair that the Herald office required notification of the Open Meeting well in advance of publication and to check deadlines. It was agreed that refreshments and the raffle would be offered.

Marcella House

It was felt that there had been enough support to proceed with the plan to hold a coffee and chat morning at Marcella house. The AGM has produced several names of people who had offered to help in addition to committee members. It was suggested to hold it once a month to start with which could be revised if popular. The Chair and June Matthews would make contact with the Manager to establish which day would be best and they would report back to the February meeting.

Matters arising

Moire Steele produced a paper survey which she had received in the post from the National Health Service asking for her opinion of the Surgery. Being a new patient she felt she couldn't adequately answer and it was felt she should return the survey with a letter explaining her position.

Next meeting

The next meeting was arranged for 13 February, a week earlier than usual as it was half term. At the Surgery for 6.30. The meeting finished at 7.30 ,

June Matthews Secretary

Distribution: All Committee Members, Dr Hoyle, Dr Sherwin, Sarah Trompetas, Practice Website and waiting room file (Dr Sherwin oblige please.)