

SOUTHSEA MEDICAL CENTRE
PATIENT PARTICIPATION GROUP

Minutes of PPG Committee Meeting on Wednesday 6 March 2019

PRESENT:

Andy Clarke (AC) for SMC

APOLOGIES:

1. MINUTES

Minutes of meeting on 2 January 2019 approved, agreed as correct.

2. PATIENTS' SATISFACTION QUESTIONNAIRE

LG had conducted eight sessions of interviewing in the Waiting Room, and completed 201 questionnaires, this being 2.5% of the Patient Base of 8000. She then inputted the information into Survey Monkey data base, which analysed the results and showed a very positive outcome. The Committee viewed the summary, which we all agreed it was indeed a very positive result.

3. HEALTHWATCH PORTSMOUTH QUESTIONNAIRE

The Healthwatch Portsmouth Questionnaire covered Out of Hours Service, and the Remote Booking system, which can be seen on the HealthWatch Portsmouth website. The Committee was urged to visit the website, and read the information available there. The next City Wide CCG Meeting will be held on 22 May, and the committee is urged to attend. If any Committee members wish to attend, they should inform Lynne Foster.

4. ROLL OUT OF NEW NHS APP

NHS App – Intended date of commencement of implementation is 25 March 2019. It is anticipated that from this date the full medical history of individuals will be accessed online, and prescriptions requested via this app. Very secure encryption will ensure the safety of release of information. There will be a national campaign in September 2019 to alert people to the roll out of the App. To obtain information of when the Hampshire & Isle of Wight goes online, register email addresses.

5. EXECUTIVE SUMMARY FOR GPs

There followed a discussion regarding the GP Partnership Review.

AC - There are huge implications for the practices, and Dr Watson (Department of Health) is reviewing the way forward. It is intended that other health areas (eg pharmacies, social procedures and requirements, mental health) will become the responsibility of the GPs. This will eliminate the need to refer elsewhere, as this will all be one main network and all aspects of health care will come under the control of the GPs. This will ensure all health related problems of individual patients are dealt with by one body, hopefully eliminating the problem of "slipping through the cracks" (which can occur when patients are referred to other sectors of the health service). There was a general discussion of the implications to this surgery, and any combining of other practices around the city. The need for a good new telephone system was emphasised.

6. MACMILLAN COFFEE MORNING

AC stated that the practice will once again fully support the next Big Coffee Morning on Friday 27 September 2019. It is hoped to build upon the great success of the previous one in 2018. Once again, the practice will organise the big "Flu Jab" exercise, ensuring that there will be a steady flow of patients in the surgery that day. LG will again help with the organisation, but unfortunately will be unable to be there on the day. It is hoped to recruit enough volunteers to ensure that there will be a spread of helpers across the whole day, with a rota of those who will be able to offer support. Any help in obtaining Raffle Prizes will be very welcome. Also donations of cakes will be really helpful. Committee members are urged to notify LG of any raffle prizes they can donate, and also if they can help with providing cakes. All Committee members are asked to notify LG if they can help on the day, so that a rota can be drawn up to ensure coverage of selling raffle tickets, dispensing tea/coffee and cakes, and generally helping to ensure all runs smoothly. It is also hoped to recruit a few more members to the PPG that day.

7. DATE OF NEXT MEETING

The next PPG meeting will be held on Wednesday 1 May 2019 at 2pm at Southsea Medical Centre.