

# Brook Lane Surgery Patient Participation Group (PPG)

7<sup>th</sup> February 2024

## Attended by:

Susan Barton - Chair  
Caroline Challis  
(Operations Manager)  
Jean Gange

Paul Lardner  
Heather Rodgers  
(Brook Lane Surgery)

Maureen Fisher  
Stirling Patch

## Guests:

Keith Holgate Stubbington PPG

## Apologies received from

Eric Sargeant  
Chris Gibson

Susan Waterman  
Roy Deal

Beverley Arthur Lockwood  
PPG

Item	Subject	Action
1	<p><b>Welcome and Apologies given</b></p> <p>Our 2 new members Maureen and Stirling were welcomed and Susan gave us the names from the apologies she had received.</p>	
2	<p><b>Outstanding Actions from previous meeting</b></p> <p><u>PPG Membership</u>: The leaflet to encourage new members and set up a virtual group is not yet printed and in the waiting room. This is because the surgery has had issues printing the leaflet.</p> <p>Our PPG does not reflect our patients' ages. We may need to reconsider a virtual/hybrid meeting to allow others to join the PPG where they are unable to attend in person</p>	<p>Susan to resend a digital copy of the leaflet to Caroline for sharing with Chris at the surgery.</p>
3	<p><b>Surgery Update</b></p> <p>Caroline reported back on the impact of the warm clinic held for 30 vulnerable patients the Saturday before Christmas. It was a superb success. The surgery hopes to repeat it again this winter and are considering a similar event, possibly with a different audience, at Easter.</p>	

<p>The PPG offered their support to this event.</p> <p>The surgery has been busy with workload of (Quality and Outcomes framework (QOF) ensuring the relevant checks are complete ahead of the April deadline. QOF is a voluntary annual reward and incentive programme for all GP practices in England, detailing practice achievement results. The principle is not about performance management but resourcing and rewarding good practice.</p> <p><u>Staffing.</u> Dr McFarlane and nurse Liz Spragg are retiring at the end of February. We thanked them for their service. Our nurses are receiving lots of training so that they will be even more highly qualified.</p> <p><u>Did Not Attend (DNA's)</u> in January there were 144 which equated to about 1 in 50 or 38 hours of clinical time. Graphs charting DNA changes would be helpful for the PPG to understand both the impact of measures to reduce DNAs and any trends.. Caroline gave Susan a paper copy of the Surgery Management Summary for January 2024 to review.</p> <p><u>Surgery Newsletter,</u> this too has been delayed because of QOF. It will be revisited after 1/4/2024.</p> <p>The PPG action points contain a list of potential items for the newsletter. We agreed it should also include the impact of cancelled appointments and how important it is to cancel appointments if no longer needed. Potentially also how to complete an e consult.</p> <p><u>Patient survey</u> Caroline shared anonymous examples of the results of the patient survey and asked that the survey reflect the concerns patients had raised therein. There was some confusion around 'extended access' which is how the surgery describe early and late opening hours.</p> <p>Heather asked if the PPG could write the next survey thinking that it would be written by patients in a patient friendly way, making it easier for patients to understand and complete.</p> <p>There are some compulsory questions which must be included. Susan asked that the digital versions of surgery's Friends and Family survey could be sent to her so that she could set up a meeting with PPG members to consider these and start drafting the survey.</p> <p><u>Surgery Pod,</u> successful training has taken place.</p> <p>Susan highlighted that at the recent area meeting (Minutes item 6) pod statistics were shared from across the region but unfortunately our PCN</p>	<p>Caroline to share DNA graphs with PPG at each meeting</p> <p>PPG members to contribute to the newsletter by writing some articles</p> <p>Items from the PPG action list to be included in forthcoming newsletters.</p> <p>Caroline to send Susan digital copies of anonymous survey responses.</p> <p>Susan to share survey information and questions with PPG and set up a meeting to draft survey questions.</p> <p>Susan to follow up missing data with the</p>
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	<p>had been missed from their data set. She has taken this up with the Area team and will chase an update which was promised in the new year.</p> <p>Surgery pod use has increased following the sessions supported by volunteers and the PPG recently. However it's location is a barrier to use, being near the door and not very private. The surgery agreed it needed to reposition the Pod in a more user friendly space.</p> <p><u>Surgery Open Day September 2024</u> The autumn Open Day is still to be organised by the surgery with the support of the PPG. Plans should move forward after QOF is completed.</p> <p>This would be an opportunity to highlight how patients can help to keep their health records up to date using the Surgery eg, blood pressure, giving up smoking, weight control etc. (Which in turn will help to meet the requirements of QOF)</p> <p><u>Social media presence:</u> The surgery will have a Facebook page and link this to it's website. It will promote outgoing messages from the surgery and good practice in health management.</p> <p><u>New Covid vaccination clinics</u> . Spring boosters will be provided by the surgery and the clinics will take place after 1st April. There will be follow up vaccinations in the Autumn. The volunteers and PPGs help will be essential to make sure these run smoothly. Susan and Caroline will discuss the number of volunteers needed and Susan will contact the volunteers and create rotas nearer the time.</p> <p><u>MMR vaccinations:</u> As a result of the outbreak of measles. vaccines will be offered to the 30 children identified who have not received the vaccines and there are 270 adults who have been identified too. A national campaign to alert parents has been launched, and the surgery has messaged it's patients to advise that they will be contacting any patient who needs the vaccine.</p> <p><u>Shingles Vaccinations:</u> We were reminded if anyone has just reached the age of 70 they can have their shingles injection, but they need to wait for the surgery to contact them first.</p>	<p>area data team and copy Beverley and Keith in.</p> <p>Susan and Caroline to discuss in late March.</p>
4	<p><b>Stubbington PPG feedback by Keith</b></p> <p>Surgery Pod training has been undertaken by PPG members. There was discussion of the PCN Coastal website and the services available.</p> <p>At the next meeting on 27<sup>th</sup> February they are having a talk from one of the</p>	

	PCN pharmacists.	
5	<p><b>Lockswold feedback from Beverley via Susan.</b></p> <p>The highlights of the report include successful pod training. There are 9 members in their PPG and 100 in their virtual group. They had discussions concerning their notice board so that the patients would be more aware of specialist services available through the surgery and those which are through self referral. They also discussed the information provided by the FG and SE forum. Their next meeting is in April.</p>	
6	<p><b>Fareham, Gosport and SouthEast Hampshire Forum</b></p> <p>Susan attended the meeting where a lot of information was exchanged. Issues discussed included Confidentiality, the handover process on leaving hospital, a standardised form is now being used and how surgery TVs are updated.</p> <p>The minutes of the meeting had already been circulated to the PPG.</p> <p>The next meeting will be on Tuesday 19<sup>th</sup> March 2024 10 to 11.30am.</p>	
7	<p><b>Feedback from guests</b></p> <p>Our new members expressed their interest in coming to the next meeting and helping to support the work of the PPG</p>	
8	<p><b>Items for the next meeting:</b></p> <p>See Action points</p> <p><b>Date of next meeting</b></p> <p>10<sup>th</sup> April 2024 at 5.30 pm</p>	