

PATIENT PARTICIPATION GROUP MEETING
SATURDAY, 19th JANUARY 2019 at 12.30PM

ATTENDEES

Dr Mark Casey, Lorraine Weldon, Sandy Town (Vice-Chair), Colin Wright, Jill Sarrazin, John Armstrong, Janet Gotham and John Eayrs

APOLOGIES

Trevor Arnold (Chair), Marion Arnold (Secretary), Steve Town (Vice-Secretary), Yvonne Harryman and Sue Pollard

WELCOME AND INTRODUCTION

All members of the group introduced themselves to each other.

MINUTES OF LAST MEETING and MATTERS ARISING

Minutes of the last meeting for 17th November 2018 were checked. The only error being the date should read 17th November 2018 and not 17th September 2018 as advised by Janet Gotham. Minutes with date change have been sent to Lorraine to update the PDF we have in our PPG area of the website.

Colin Wright apologised about not handing out flyers due to not being able to contact Lorraine Weldon when attending his Flu Clinic. Sandy Town advised that after knee op and able to get out and about she will sit in the waiting room on a couple of Monday mornings to promote the group.

We discussed how to find Minutes, Agendas, information, etc regarding the PPG on the practice website as there is no possibility of an extra tab and not everyone knows we can be found under "Have Your Say". Sandy Town suggested we could have a link shown on the PPG noticeboard in the waiting room. (A screenprint has been attached to these minutes to assist with this as well as asking Lorraine Weldon to laminate it and put on the noticeboard for all to see.)

Dr Mark Cassey reminded us of the PPG assisting with the Flu Clinics to ease congestion on the day of the clinics. It was agreed this will be added to the July Agenda to discuss and bring ideas from both the practice and patients to ease the day from both points of view.

Mentioned on last minutes but not brought up at the meeting – needs to be added to the Agenda for April – voice message reminders, or patients leaving a message on an answerphone if wishing to cancel appointment to help reduce DNA figures. Has this been looked into by the practice?

COMMUNICATION WITH SOMEONE LIVING WITH DEMENTIA

The leaflet regarding the above was handed to Sandy Town by John Eayrs at the last meeting and attached to hard copies of the previous minutes handed out today.

On reading it John Armstrong advised it was a good way of communicating with everyone. We were all agreed on this and came up with a new title “Communicating Effectively”. John Eayrs pointed out that we could not change the title with the Wessex Academic Health Science Network logo showing. Sandy Town will retype and send with these Minutes. Any amendments by PPG members and the practice can then be made before it is laminated by Lorraine Weldon and added to our noticeboard and website for all to read.

SUPPORT AND SOCIAL GROUPS FOR NOTICEBOARD

Sandy Town felt that we needed to advise patients of groups that are available in and around the Southampton area whether for health support or general socialising, ie knitting groups, singing for the brain, gardening, etc.

For the next meeting, date below, it was requested we all bring to the table groups that we can put on the noticeboard. We will need name of group, venue, contact details and the type of group. Once we have as many groups as possible categorise them – health support groups, social groups, and add a list to the noticeboard and website. As patients at the practice live not only in the Woolston area but as far as Bursledon, etc we will look at all areas surrounding Southampton.

John Eayrs handed a page regarding Public Engagement (PE) Hubs to Sandy Town, attached to Minutes to look at and visit site – may be added to lists mentioned above. Also handed to her was a couple of pages regarding Health Unlocked which may also be added to the list.

OTHER BUSINESS

Sandy Town asked about the way doctors view patient information when a patient is with them, either in person or the telephone due to how her father seems to be asked the same questions at the surgery and the hospital.

Dr Mark Casey confirmed that the hospital is not able to see the surgery notes, and vice versa. If a doctor from the practice or Hub is meeting the patient for the first time they will always ask for as much history/information that the patient can give to ensure they are speaking to the correct patient and to help them with their diagnosis. Surgery notes are available to practice doctors, district nurses and Hub doctors. When doctors have the patient's record on the screen, they have a journal page on the right and a small area on the left of the screen where medications (repeat or all), illnesses (major or minor) or codes can be filtered to assist doctors further when discussing the present ailment suffered by the patient. A point was made that the codes prior to 2002 differ from those used now. The description given is similar to something suggested to Sandy Town by her father.

Lorraine Weldon also mentioned about the Lions Club where you can have a sticker on your door from the Lions Club advising paramedics about details stored in a box in the fridge. The surgery has a few stickers they can handed out. This was the first time some of us at the meeting had heard about this and asked if further information could be provided. How to obtain the stickers, what details other than repeat prescriptions should be in the box in the fridge. Lorraine to provide information and sticker to look at for next meeting in April.

Dr Mark Casey thanked the group for a very positive meeting before close of business.

DATE OF NEXT MEETING

Saturday, 27th April 2019 at 12.30pm-1.30pm

The July meeting will be held on the first available Monday in order to alternate Monday and Saturday throughout the year.