

PATIENT PARTICIPATION GROUP MEETING

MONDAY 10th SEPTEMBER 2018 7P.M.

ATTENDEES

Dr. Mark Casey, Lorraine Weldon, Trevor Arnold { Chair} Marion Arnold {Sec} Jo Price, Sue Pollard, John Eayrs, Sandy Town, Steve Town, Dawn Hoskins, Margaret Hunt, Lesley Steege.

APOLOGIES

Jill Sarrazin, Teresa Westerling, Helen Hart

WELCOME AND INTRODUCTION

Dr. Casey introduced Trevor Arnold as chair person and thanked everyone for attending. Trevor Arnold invited all present to introduce themselves to the group.

WOOLSTON LODGE SURGERY MERGER WITH ST. PETERS

The merger between the surgeries will take place 2020 – 2021. The merger will be intending to use both buildings until construction to Woolston Lodge Surgery is complete to cater for the extra patients. Margaret Hunt asked how many patients this would involve. Dr. Casey replied approximately 4,500 bringing Woolston Lodge to about 20,000 patients. Discussion followed regarding appointments and future services and waiting times. Concerns re appointment times were raised by Margaret. Dr. Casey informed the meeting that waiting times were governed by Doctors lists. However in urgent cases it would be possible to see a Doctor that day. Discussion followed as regards telephone consultations. Concerns were raised as to availability for appointments re blood tests. Dr. Casey reassured the group the procedure would remain the same and every effort would be made to ensure patients received the same service as in the past. Dr. Casey informed the group that the Doctors in the surgery would remain the same and it was hoped that a Doctor from St. Peters would remain.

MATTERS ARISING FROM NETWORK MEETING

This meeting was attended by Dawn Hoskins and the following points were raised. Volunteers were required to help with the Network website from Woolston Lodge Surgery, but as yet we are waiting for response from group. It was pointed out there as 19 out of 27 PPG across the city. It is proposed to set up information base. Discussion followed re using the Network as an information sharing service. As such a leaflet was forwarded regarding www.pippasouthampton.org this being working to end domestic and sexual violence. Pippa helpline 02380 917917.

DNA POLICY AND PROCEDURES

Last years figures show:

1417	Non attendance of appointments
174	Letters were sent out on second missed appointments
99	Letters were sent out on third missed appointments
5	Patients removed from register

Discussion followed as to ideas on how to bring these figures down. Dr. Casey informed the group that it was very difficult to assess the reasons for no show as to various history problems of each patient. However this is a serious misuse of Doctors time and wasted appointments. This is a problem that must be addressed.

PPG NOTICE BOARD

It was agreed which notices should be put on notice boards in surgery and also notices to hand to patients in waiting room when Marion and Trevor Arnold attend recruiting sessions to build numbers of PPG.

New website for Woolston Lodge Surgery needs to be made patient friendly for PPG section.

OTHER BUSINESS

It was thought by Trevor that the DNA should be further addressed and patients should be advised of the consequences of missing an appointment without prior notice of cancellation to the surgery.

John Eayrs forwarded a paper to the group regarding CHRONIC ILLNESS AND INJURY and medical support for same. All suggestions from the group will be welcomed.

A date will be arranged for Marion and Trevor to attend a recruitment session in surgery.

Any member of the group who has any suggestions for the Newsboard or Community please forward to surgery.

MINUTES FROM LAST MEETING

The minutes were checked and agreed.

Date for the next meeting 12:30 Saturday 17th November 2018

Thanking all members for their continued support.