



CHAWTON PARK SURGERY

PATIENT PARTICIPATION GROUP

MINUTES FOR MEETING ON TUESDAY 9 AUGUST 2022 AT 6.00pm

1. Welcome and apologies
 - Present: Ian Saunders - Chair, Alan Matthews, Barbara W, Susan B Patricia S, Charles K, Jacqui F, Sandie S, Cathy S, Anthony M, Karen S, Dr Alex Goodman (joined after item 8).
 - Apologies: Allison S, Pam J, Jane W, Nicky W, Fiona L

2. Minutes of meeting held on 20 June 2022
 - The Minutes were agreed as correct and the Matter Arising raised were:
 - The Financial arrangements had been finalised with authorised signatories identified for the total amount of £1150.63.
 - The practice has been awarded £50,000 from the Community Infrastructure Levy (CIL). Dr De Quincy is the lead for this project which may look to convert some of the space in the waiting area into two additional consulting rooms. Decisions maybe delayed to see if additional funding will be available from a Practice Improvement Grant (PIG) as well. Staff struggle for space in the CPS building now.

3. Practice Update - Karen S
 - The resignation of Dr Rosser has been a disappointment, he worked 6 sessions a week.
 - One new doctor has applied and visited once but will visit again to meet the rest of the partners, but has not yet been appointed.
 - One new nurse with prescribing skills may join from the Proactive Care Team.
 - There has been an increase in physiotherapy hours of 0.6 part time.
 - A Patient Coordinator has taken up a post as a Health Care Assistant.
 - Two new Patient Coordinators have been appointed.
 - An Advanced Nurse Practitioner is undertaking training.
 - Elizabeth from Bentley dispensary has joined the team.
 - Nicky had circulated CPS results from the 2022 GP Patient Survey.
 - The surgery wish to send a letter to all CPS patients, there was a discussion as to how all patients can be communicated with - text, email, information on the website/Facebook or by letter?
 - Nicky to be asked to inform the PPG how many patients are registered to receive texts & emails and how other patients receive their messages or the Newsletter.
 - Messages could be put on the surgery answerphone asking patients to confirm their willingness to receive texts and emails by completing a confidentiality form.
 - The dates for the flu vaccinations are not available yet.

4. Enhanced Patient Access
 - This has been considered across the PCN as a whole. Much has already been put in place - a

late night on Thursdays, early starts on Tuesdays and Fridays, two Saturday mornings a month.

- The Vaccination Centre in Basingstoke may use their spare capacity to offer Health Checks and extend their hours.
- The Patient Survey at CPS on enhanced access had only received 8 responses.

5. Repeat Prescriptions

- There is to be a change to the existing Repeat Prescription process for those who are unable to use the App on line, this will impact especially on those without electronic access.
- This change will need to be communicated to the elderly and vulnerable in particular as well as on the website.

6. Communications Team - Patricia S

- The Team had met on 20 June 2022 and Minutes circulated to the PPG. Alan Matthews confirmed he could not commit to the Team meetings at present.
- Trish confirmed the actions described in the Minutes especially those Sandie had undertaken - press releases etc and that she would review the PPG Facebook page in the next few weeks.
- Noticeboards - Trish asked people to identify Noticeboards in their area where Information can be displayed in the future and to let the Comms Team know.
- Parish Magazines - likewise could PPG members please let Cathy know which publications are available in their area.
- The Alton Herald have agreed to the 'Day in the Life' article, starting with Dr Goodman, and then hopefully other members of CPS. Ian to coordinate this.
- The noticeboard in the surgery will display items such as: statistics, DNAs, Newsletter, 'You said and we did' details etc.
- The team asked if Nicky could let us know what happens when patients complete a Contact Form?
- The Minutes had identified Goals, Objectives, Monitoring and Evaluation for the Comms Team.

7. GP input - Dr Alex Goodman

Dr Goodman reiterated the fact that Dr Rosser had left the practice. This has increased the pressure on all the GPs and staff.

Next Meetings – 6.00pm Monday 12 September 2022 at Chawton Park Surgery.

6.00pm Wednesday 12 October 2022 at Chawton Park Surgery - the Annual General Meeting