



CHAWTON PARK SURGERY

PATIENT PARTICIPATION GROUP

MINUTES OF THE MEETING OF 13 APRIL 2023

1. Welcome and Apologies

Present: Ian, Sandie, Nicky, Barbara, Cathy, Pam, Charles, John, Karen, Susan

Apologies: Patricia, Allison, Jacqui, Anthony, Alan, Jane, a GP representative.

2. Minutes of Meeting on 27 February 2023:

The minutes were agreed as correct.

3. Matters Arising

There were no matters arising.

4. 'The role of the Social Prescriber' - presentation by Emilia Barnett

An excellent presentation describing how the 4 members of the team (3 full time & one part time) fulfil a non clinical role, as a link between GP services and the community, making people aware of what is available and signposting clients to the most appropriate help.

They receive approximately 5/6 referrals a week and there is a waiting list of about 4 weeks. Clients can self refer. The areas most commonly raised are - social issues, housing, care services including befriending, finance & debt, transport and adult services such as aids and adaptations. Clients are asked to complete a feedback form after their support ends.

5. Practice Update – Nicky Wornell

NW gave an outline of the current pressures the practice are experiencing, which are leading to low staff morale and an increase in sickness levels. The current Junior Doctors strike has added to the pressure. A lack of space at the practice is still a concern. Also the number of Bank Holidays in April/May is adding to the workload.

There are financial pressures too, including having to fund staff pay increases from existing budgets and the CIL bid for funding for rebuilding, which was approved for 2022, as the

practice would be expected to provide 33% of the monies required and the cost of the build has increased. PJ mentioned the Neighbourhood Planning meeting which will take place on 19.05.23 to raise the issues regarding health service premises locally.

The Basingstoke Hub is to close at the end of May so the Spring covid vaccinations will then take place at the surgery. The GPs will be expected to open the surgery every Saturday which will take away their availability during the week.

Boots pharmacy is vacating the building at the end of June 2023. An independent pharmacy is currently bidding for the service.

Dr S Chapman will be providing locum cover for a maternity leave for the year.

6. Communications Team update

The Minutes from the Communications Team meeting of 5 April 2023 had been circulated prior to the meeting. Many of the items included in the notes are on the Agenda.

The 'Day in the Life' article in the Alton Herald. The next role to be covered will be the Patient Coordinator Team. With the current pressures and upcoming staff leave this article will be put on hold for a few weeks, SS will then take this forward.

Newsletter – it was decided that this will be produced quarterly in the future and displayed just on the CPS website, in the waiting area and circulated to patients who have given their approval to receive communications. PS will discuss the most suitable date for the next edition to be produced with NW & KS.

The CPS website must be kept up to date - NW & KS to review this.

7. Meet & Greet sessions

IS and JJ agreed to lead on this project and to come back with further detail on this. A 'Rogues Gallery' of PPG members will be a part of this project. Name badges will be available for members to use from the reception desk.

8. Waiting Room Power Point presentation

IS went through the slides he has prepared for the Waiting area screen. He has subsequently shared the slides with all members and asked for comments by 21 April 2023.

9. National Association of Patient Participation

The surgery does now have 10 access codes to this website which IS & KS will let appropriate members have upon request.

10. Alton Community Directory

This had been discussed and clarified before the meeting.

11. FUTURE MEETINGS:

2.00pm on Monday 22nd May 2023 at Chawton Park Surgery, this will be the AGM

5.30pm on Tuesday 20th June 2023 at Chawton Park Surgery

Any PPG members wishing to stand down from their role should let IS know as soon as possible before the AGM.