Harbourside PPG

Minutes of Meeting held at Harbourside Practice

Monday January 7 2019 6.30pm

Attendees : FU; DC; MC; AF; GS;

JB; JM; MT; LM; LM; PC

Apologies : SR; HS; LR; TC; MC

The Chair opened the meeting, and the previous minutes were approved.

DC introduced FU the Practice Manager for the benefit of a new PPG member. He then introduced LM who is the Nurse Manager, and Louise Murphy, the Reception Manager.

The title of PPG versus forum was briefly discussed and it was agreed that we should remain as a PPG.

DC then distributed copies of Healthy Weston, a brochure produced by the Clinical Commissioning Group. It explains services and the situation within Weston General Hospital

MC and AF questioned the necessity for an expense such as the brochure and in fact its purpose.

DC suggested inviting someone from Healthy Weston to talk to the PPG.

***Action : DC***

The Chair pointed out that anything discussed within a PPG meeting is strictly confidential. Fran Upshon collected signed Terms of Reference and Confidentiality Agreements from members of the PPG.

Portishead Medical Group are holding an information evening for their patients, on March 4. As yet the topic is unknown. They have invited Harbourside PPG to attend. FU is to ascertain the topic and get back to the PPG. If it is of interest, the date of Harbourside’s next PPG meeting may change.

***Action: FU. PC to inform members.***

LM, then spoke to the PPG regarding the introduction of the care navigation system. To date, the feedback is positive, and appears to be alleviating the strain on the doctors’ appointments, as they guide patients to appointments within other areas, such as pharmacies; nurses; 999 etc.

It was suggested that maybe some categories of nurses appointments could be available online.

***Action: FU will look into this***

AF suggested an eye catching leaflet for the waiting area etc, to better inform patients of precisely what the care navigation is.

***Action: FU***

LM explained the nursing situation with the practice, with all the different specialisms

FU gave an update on the return visit of CQC. The practice now has a ‘good’ in all areas.

Three members of staff are leaving the practice: Dr Fran Witcomb; the summariser; the prescriptions clerk. The recruitment process is underway for all three positions. The possibility of replacing Dr Witcomb with one or two other specialists was also discussed. FU is looking into this.

Somerset Surgical Services are present at the practice from time to time, but these are consultants and a doctor’s referral is needed to see one.

The new questionnaire is being finalised and it was decided to carry out the survey during March. PPG members are to write to PC to give her dates they are available to help out. A two hour ‘shift’ was found to be a good time. A couple of morning sessions from 7.00am would be helpful; an evening session on a Monday from 6pm; daytime periods would need to be covered too.

***Action: PC to draw up schedule once members have e mailed availability.***

GS had suggested a blood pressure monitor be put in the waiting area to save doctors’ time. FU had looked at the prices and it was considered too expensive for the practice to buy. However, it was suggested that maybe an organisation such as The Rotary Club or the Lions, could be approached regarding fundraising.

***Action: FU to approach both organisations.***

There is a Park Run to be held on March 2. FU suggested members might like to either participate or assist with marshalling. It is at Ashton Court at 8.45 for a 9am start.

***Action: Members to contact PC if they are prepared to participate or help with marshalling.***

**The meeting closed at 8pm. The date of the next meeting is to be confirmed.**