

ST LUKES AND BOTLEY SURGERY PATIENT PARTICIPATION GROUP

MINUTES

27/9/16 at St Luke's Surgery

Present	Teresa Griffin(chair) Carol Duncan(sec) Bronia Hallum and Clare Gray(staff) Dudley Parker, Maggy Parker, Diane Slater, Karenza Slater, Sarah Taylor, Jane James, Pauline Mathews	Action
Apologies	Joanne Taylor , Barry Griffin, Christine Robinson	
1.0	Changes in membership: Tony Seaman has resigned. Teresa has written to thank him for his help and his previous chairmanship of the PPG.	
2.0	Minutes of the meeting of 10 th August approved	
3.0 Matters arising	5.0 Teresa has sent the feedback from herself and those who responded, to Michaela Contakis regarding the development of a questionnaire for the Patient Activation project.	
4.0 Surgeries update	Dr Myers was unable to attend. Bronia provided the following report: No further information is available regarding the possible involvement of IMH (independent Medical Holdings) in the running of the surgeries. It has become a little easier to recruit locums. Bronia and Louise are sharing the post of acting manager, this post is not currently being advertised. 2 full time GP posts are still vacant but one salaried GP is due to return from maternity leave. Botley surgery remains open am only. A free on line GP advice service is likely to become available soon. Teresa also mentioned a self help source "Wessex Healthcare Together" App. This is aimed at children & young people	
5.0 Standing items	5.1 PPG website: Sarah has met Rebecca Small and will update the PPG website. There was discussion regarding the Practice website in general and future work is to be done to update it. Sarah has reviewed the H/E surgery site which is much more user friendly. The PPG offered to provide £500 towards professional help and Sarah and Diane offered to help with research. Bronia will take this proposal to the practice meeting. 5.2 PPG board and newsletter: Joanne has kindly sent out the newsletter and updated the board. The newsletter outlined the PPG achievements. One patient has commented that the main problem of difficulty in routine appointments far outweighs the positive changes. 5.3 Appointment update: Bronia reported that provision of routine appointments remains a problem and even coping with the demand for same day appointments is a struggle. 5.4 Patient feedback: there have been 5 complaints in Sept, to do with access on the telephone, unavailability of appts, inability to arrange routine healthchecks in response to surgery requests to do so. 1 letter of thanks regarding the way that a complaint was handled.	Sarah will update the PPG website Bronia to discuss at Practice meeting.
6.0 Flu clinics.	Decision to approach Wildern Leisure Centre to have promotional stand. Post meeting Wildern Leisure Centre declined offer.	Diane will contact Wildern
7.0	Flu clinics: Carol and Pauline will help on 15 th Oct and Sarah and Maggy on the 22 nd ,	
Page 1/2	PPG representation at practice meetings discussion deferred. Next meeting AGM Nov 9 th . Next normal meeting 26/1/17	
