**PPG Meeting 16th December 2015**

**Farnham Road Surgery**

Attendees: Jas Deooray (Chair), Chris Morris, Sue Lyall, Sonia Santino, Christine Reid, Janet Newton, Brian Hewitt, Lorna Gittens, Jean Beckett, Julia Hemphill, Ali Moosajee, Ann Roberts, Margaret Thorne

Apologies: Erica Kibble

Minutes of last meeting were agreed.

* The Flu jab campaign was discussed and Christine asked for the PPG to be informed so they can help and support the surgery and boost numbers of people having the jab. Chris discussed that in the April meeting we should discuss ideas for the Flu Jab campaign for October.
* Chris told everyone about the Junior Doctors issue which is being broadcast by the media and that the Surgery has written a letter to our MPs. Awaiting feedback.
* Car park is still an ongoing issue and the surgery is trying to resolve this.
* Patient letter was discussed by the PPG and an error in the letter was noted. The letter had an incorrect date for the Open Day. It was discussed about would it be possible to do consultations by the internet. Sue advised that the surgery had looked into this however it would cost the practice £18,000 which (which does not represent good value for money). Also would patients use it? Another way for patients to access the surgery is by online access which they can register to book appointments with their GPs and arrange their repeat medications.
* Sue said that she had been contacted by the company that helps us to run the surgery website which has recently been ‘hacked’ however the appropriate action has taken place to fix this issue.
* PPG advised that they feel not all avenues are being used when people call the surgery, they are not being offered everything. Michelle advised that she will address this with reception or extra training where required.
* The surgery is installing Patient Access Terminals to Farnham Road on 25th January and Weekes Drive on 26th January. There are extra facilities available on the terminals not just checking in e.g. pop-ups can be added for patients that require flu jabs to prompt them on other things like Asthma review. On the system it can also request phone numbers if the patient does not have one on file, asking the patient to inform reception and it has a range of language settings. It was asked if the PPG could be at the surgeries on the day of installation to help the patients navigate the system.
* Staff changes were discussed. Sue advised the new General Manager Stuart Pavelin who will be starting in February. Emma Reynolds is moving to a more extensive QOF position and Charlotte Jupp has moved to Patient Services. Michelle Joiner and Alison Carpenter in January will become Reception Team Leaders. In reception we currently have three part time positions for which we are currently interviewing. Claudette has returned from maternity leave this month. Sad news that Dr Easaw will be leaving the surgery at the end of December after being here for nearly ten years and we wish her the best of luck in her future position. The surgery now has two new GPs, Dr Gopinath and Dr Kwan, and we welcome them.
* Going forward Michelle and Alison will be points of contact at both surgeries for the PPG.
* The surgery has recently taken on two Clinical Pharmacists who see patients with prescription queries and medication reviews. They will help improve efficient prescribing. PPG feedback was positive and approved of the service and also the Doctors can see an improvement in their work load.
* We also have a Physician Associate (PA) that has started with the surgery called Lesha Nair. Lesha trained on an intensive course however has less experience with face to face consultations which she is now learning. The course Lesha completed is a relatively new course to the UK however has been available in the USA for over forty years. Lesha cannot issue medications; she is supported by GPs if she requires prescriptions or advice. Michelle advised the feedback from the patients is that they are happy to be seen by Lesha and listen to her advice.
* It is not common knowledge to all patients about these new roles as the surgery wishes them to settle in before widely advertising the roles. Both positions are to help fill GP vacancies due to the national shortage of GPs. The practice is in the vanguard regionally in employing these new health care professionals and could be become a training practice for Clinical Pharmacists and PAs as well as Nurses and GPs
* Chris mentioned the idea of getting a paramedic to work in the surgery to also support the Doctors and Nurses.
* Jean and Christine went to a CCG meeting and were inspired by the presentation by a PPG Chair from Buckingham and requested that if we could get the presentation to show at next meeting. Jas asked about how we can progress going forward?

It was mentioned that the surgery needed to support them more as on the Macmillan Day in October and felt they had no help and there was no appreciation.

* Chris mentioned about a PPG member chairing the meeting and to set the Agenda so the PPG can take more control.
* Jas discussed details of PPG actively seeking new people to join and help the PPG going forward. It was agreed to try and recruit 5 – 10 more members and to try and get more members from Weekes Drive. Jas discussed an issue in Slough regarding Dementia. Jas asked for ideas to bring more awareness of Dementia. It was agreed it would be good to arrange an evening maybe at Weekes Drive for a talk to be given to PPG and any patients that want to attend. PPG will discuss a plan and bring this to the next meeting with a proposed date and any other ideas.

**Next meeting Tuesday 9 February 19.00 at Weekes Drive Surgery**