

Minutes of the meeting held on Thursday 18th July 2019
At 6.30 pm at the Waterfront and Solent Surgery

Present: Colin Bell (Chair), Alan Johnston (Vice Chair), Gill Johnston (Treasurer), June Matthews, Polly Read, Pauline McMahon, Pam Sexton.

Apologies from Jill Tomlin and Sandra Wilkinson

In Attendance: Dr Andy Hoyle

The Chair welcomed everyone to the meeting and extended a special welcome to

Pauline McMahon who was able to return to the Committee having been ill for several months.

He also explained that as the Secretary, Jill Tomlin, was unable to attend this meeting, June Matthews had agreed to take the Minutes for the first time.

Minutes from Previous Meeting

The Minutes of the last meeting on 21 March were agreed and signed by the Chair.

Matters Arising

Polly Read asked if there was any progress on the photographic gallery of staff being erected in the surgery. Dr Hoyle felt that there wasn't a great deal of enthusiasm for this. She felt some form of identification of staff was necessary and expressed the wish for badges to always be worn. Dr Hoyle said he would email Sarah Trompetas regarding this

OPEN MEETING In April

There was concern that unfortunately the Open Meeting AGM in April had not be well attended which resulted in collection from refreshments and raffle being inadequate to cover the outlay of the hire of the hall nor the expense of the advertisement in the Herald. The Chairman suggested that, as the advertisement had not generated more repose, he would not place that size advertisement in future. There were some comments raised as to whether there should be a contribution asked for refreshments but it was agreed that this should continue.

The Chair asked that special thank be recorded to Jill Tomlin for producing such a detailed and comprehensive recording of that Meeting, the Minutes of which had been distributed to committee members and the Practice and everyone was in full agreement.

Treasurer's Report

Gill Johnston reported that the May and June interest at the bank, plus Raffle and Collection tins at Open Meeting amounted to £ 47.65. Expenditure of photocopying, advert and hall hire for the AGM amounted to £97.79. The balance in the bank was now £1,877.04

Surgery telephone system

Pauline McMahon raised the concern voiced to her by acquaintances that there was extreme frustration with the new telephone answer system. She said there was now no indication as to how long one had to wait. Dr Hoyle said the Surgery was well aware of the problems and he gave all members a copy of a comprehensive analysis that had been done to amplify what was happening. The old system had not been fit for purpose. Various adjustments to the new system had been attempted to reduce waiting times. The analysis highlighted the huge number of calls early on in the morning, some of which weren't for emergency appointments but for results of blood tests and prescriptions. There is not enough staff to filter out the calls and it is suggested that Dr Sherwin recorded a clear message on the answer phone to ask patients to call back after a certain time if they require anything other than an appointment. Also, when there are more than 7 in the queue, the caller should be asked to call back later. It was suggested by the Chair that a suitable, concise message be put on the Practice screen explaining that demands were excessive early in the morning and those times were for those seeking an appointment, rather than for other requests. This was generally considered to be a good step.

PRACTICE NEWS

Dr Hoyle and the Chair had had an email regarding Primary Care Network, which the Chair said he would forward to the rest of us.

Dr Hoyle reported that all the positions in administration team had been filled and everyone was settling in well. Dr Vicky Blythe's time with the Surgery had been very successful but her 9 months secondment had now finished. From August Dr Hoyle would be mentoring Dr Grace Solomon who is from the Philippines. She lives in Farnborough so has a long commute each day but is very enthusiastic about joining the Practice for an initial 6 months. The Chair asked how much extra work would be involved for Dr Hoyle, as mentor. Dr Hoyle explained that cases would be reviewed together after consultation.

LOCALITY NEWS

Dr Hoyle said they were moving towards a Primary Care Network. He had received notification from Red and Green Participation Group who had set up a bereavement service. He said he knew we, as a group, had been thinking of ways we could stimulate interest in The PPG and promote ourselves.

Although he in no way wanted to influence our thinking, he had a suggestion to make. A group not sufficiently catered for was 'carers'. He felt that Hythe was suitably situated for this and that the Care Navigator, be approached to see what was already on offer. Perhaps a coffee morning with experts to give a talk and with volunteers providing support, once or twice a month would be something we could consider. He also felt that Marcello House might be a suitable venue and approach made to them to see if this was viable. The Committee considered that this was worth giving more thought to and would discuss further at the next meeting.

POINTS MADE BY PATIENT

The Chair had been asked to contact a patient who had looked at the red file in the surgery and had raised several questions. The Chair had spoken to the patient regarding the points he had raised. The Committee was encouraged that patients were reading the file and the queries he had raised regarding the purpose and aims of the Group were valid and those would be added to the file.

OPEN MEETING AND AGM ON 17 OCTOBER

There was discussion about the content of this meeting. It was agreed that patients valued contributions from the Practice. Perhaps the Doctors would consider a clinical subject with an open forum or a question and answer session with questions being submitted to a panel prior to the meeting. Dr Hoyle would also approach Claire Sweetman to see if she would be willing to contribute at the meeting. Thought would be given to this matter before the next meeting.

IDEAS FOR OPEN MEETINGS 2020

Looking ahead to the April Meeting 2020 it was reported that the Manager of one of the Teams of Specialist Nurses for Tissue and Organ Transplant had agreed to address that meeting.

Further discussion took place as to whether a session on NHS funding and finances generally, would be a suitable subject for another meeting. It was agreed that this would be of interest but perhaps weight this meatier subject with a lighter one for the rest of the meeting, i.e. the experiences of a GP Registrar coming to work in the Practice - from a Philippine's perspective? Some thought be given to this before the next meeting,

FLU CLINIC

The Flu Clinic on 5th October

It was agreed that Stall Agencies be asked to attend again and suggestion was made that perhaps a bereavement stall be invited. Polly Read agreed to produce the tombola with Pauline's help. There would be the usual refreshments and welcome and directing offered.

MATTERS RAISED BY COMMITTEE MEMBERS

Polly Read raised her concern that she had personal experience and had also witnessed patients left waiting at reception in the Surgery with staff not being aware that they were needed as they were engaged in conversation. Dr Hoyle said he would refer this to Sarah Trompetas. The Chair added that he had been impressed with the helpful and engaging manner of the new staff at the times he had visited the Surgery.

DATE AND TIME OF NEXT MEETING

Next meeting is on August 15th

Meeting finished at 7.35 pm

June Matthews

Assistant Secretary

Distribution: All Committee members, Dr Hoyle, Dr Sherwin, Sarah Trompetas, Practice website and waiting room file.