

**Minutes of the meeting held on Thursday 15 August 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, Jill Tomlin and Sandra Wilkinson

**Apologies:** from Pam Sexton

**In Attendance:** Dr Simon Sherwin

**The Minutes of the Previous Meeting**

The Minutes of the last meeting on 18<sup>th</sup> July were agreed and signed by the Chair after deleting AGM from the first line under the heading Open Meeting in April.

**Matters Arising**

Polly Read asked if any progress had been made with staff being asked to wear badges. Dr Sherwin said Dr Hoyle had contacted Sarah Trompetas about this. He was also asked about requesting patients to use early calls via the surgery screen for urgent appointments only. Dr Sherwin explained that the present screen system already took 20 minutes to run and he thought that through Twitter and Facebook the fact that appointments were now being released throughout the day would filter through and that there was now no advantage ringing in early to secure an appointment.

**Treasurer's Report**

Gill Johnston reported that with the 7p interest from the bank last month the amount in the account stood at £1.877.11p.

**Locality News**

Dr Sherwin reported that the Primary Care Network has been set up and the first appointment for a Social Prescriber had been filled by Tracy James who is an AGI Nurse, RGN qualified. At present she was going through orientation protocol. She is to be supervised by Dr Sherwin but will cover all three practices and, although she hasn't a permanent desk at the moment, it is hoped to get her permanently based at Waterfront and Solent Surgery.

The IT system is not yet in place for her to access the other Practices. GPs will refer patients e.g. those who are homeless, those separated from wives, no home, nowhere to stay etc.

A pharmacist has yet to be appointed. There is a great demand throughout the country as all PCN's are seeking to appoint. A further job description is to be sent out.

**Practice News**

Out of Hours 111 Service appointments have changed. Appointments are available from 8.00am until 10.00pm or 11.00pm. Appointments are now available at Lymington, Winchester, Botley, Badger's Farm etc. These have superseded the Practice at Lymington. There is a National problem with appointments as there is insufficient staff. Private organisations are paying GPs to do more hours so there is a shortage of Practice locums available resulting in fewer appointments to offer.

The Chair asked if employing our own pharmacist would impact on Pharmacies. Dr Sherwin explained that Local Pharmacies offer a dispensing service. The CCG employed pharmacists are employed to make savings for the CCG by engaging practices in medicines optimization. The PCN Pharmacist role is about saving GP time by conducting medication reviews with patients etc. instead of this being done by a doctor.

Gill Johnston raised the question of whether services advertised on the Practice website, like vaccinations for travel etc. and other services offered at pharmacies, took funds away from General Practitioners. Dr Sherwin said it wasn't cost effective to make appointments for this type of service and it freed the Practice up for other appointments.

### **Broadening our activities**

There was discussion as to whether the suggested coffee morning needed to be aimed at reaching a particular group of patients.

Dr Sherwin said he felt that by having informal meet and chat mornings over coffee, facilitated by the PPG, drawing on skills already displayed at open meetings would be the way forward. At the same time this would raise the profile of the PPG and offer a service to the Practice 'community' who might welcome morale support. Having established that all were in agreement that this was something the PPG was happy to enter into, the Chair offered to approach Marcello House to see if they would be willing for us to use a room and facilities once a month. He said he would also make our intention known at the AGM and enquire if any of those attending would be interested in joining and supporting the PPG in this new venture. Polly Read suggested that a charge of 50p be made for coffee and a biscuit, which would cover costs.

### **Open Meeting and AGM on 17 October**

Dr Sherwin said that he and Dr Hoyle would take this meeting in two separate parts which would be Practice orientated. It would cover how the Practice is funded plus questions from the floor and, to balance the serious part, they would present a more light-hearted session on Busting Myths. Perhaps half to a dozen of things patients might think but which are actually unfounded.

The Chair asked for AGM ballot papers to be made available and for 25 to be left in the surgery.

It was agreed that there would be an opportunity at the Flu Clinic to advertise the forthcoming AGM.

### **Open Meeting 2020**

It was confirmed there were plans for the Open Meeting in April 2020.

### **Flu Clinic 5 October**

The Chair confirmed that the Kincaids had agreed to be door stewards. Polly Read, with Pauline McMahon's help at the Tombola, Jill Tomlin and Gill Johnston refreshments and Alan Johnston at the door. Dr Sherwin confirmed that there was a need for a two-tier system again this year requiring red dots so that those needing a different serum were identified. He said searches would be based on last year and eligibility would be on the website. The main clinic would be offered first.

### **Matters Raised by Committee Members**

Sandra Wilkinson raised the problems she had had recently in being unable to get through on the phone in an emergency and had eventually come down to the surgery. Simon explained that they had experienced problems one day when the phone lines had gone down and although, those issues had been fixed quickly by the company, they had had ongoing issues with internet phones and the power going down. Sandra Wilkinson asked if the Practice was happy with the Provider and he said this was the only system available with a voice over internet system and all GP surgeries had the same.

### **Date of Next Meeting**

Date of next meeting is Thursday 19 September

### **Next Year**

The Chair said a lot of changes were occurring with PCN and more collaboration with PPGs extending their role. He said he had been Chair for seven years and PPGs had moved on a lot in that time. He now felt the PPG needed a new impetus and new direction, someone with fresh ideas and more energy to move the PPG forward. He had reached the decision very reluctantly to step down after the AGM in October. Members were dismayed at his decision and noted the valuable role he had played over his term as Chair.

Meeting finished at 7.30

June Matthews  
Assistant Secretary

**Distribution:** All Committee members, Dr Hoyle, Dr Sherwin, Sarah Trompetas, Practice website and waiting room file. (Dr Sherwin oblige please.)