

THE LIGHTHOUSE GROUP PRACTICE

PATIENT PARTICIPATION GROUP

Minutes of PPG Committee Meeting on Wednesday 4 September 2019

2.30 pm at Southsea Medical Centre

PRESENT

Andy Clarke (AC) for LGP

APOLOGIES:

1. MINUTES

Minutes of PPG Meeting on Wednesday 3 July 2019 were agreed and signed as correct.

2. NEW MEMBER

The Chair introduced a new member, *****. The Committee welcomed her.

3. ELECTION OF OFFICERS

This matter is ongoing. AC has cleared the contact of SMC PPG with the two members of the Devonshire PPG. To date, nominations received: re-election of Chair.

4. MERGER

The new telephone system had suffered a few problems, but is up and running. Members of the Committee expressed concern that the booking screen in the reception is still not working, causing queues as reception staff have to deal with booking in patients as they arrive as well as answering the phones and other queries. It has been out of action for some considerable time. There are also problems with booking appointments as the screens are not being released, thus making it impossible to book an appointment with a GP, and also the nurses etc cannot book ahead the routine appointments. Online problems trying to book an appointment with a doctor. Other problems obtaining results following tests were reported and clarification of the system requested. AC acknowledged that problems exist, but will raise these again as URGENT now. Uploading the system is due to take place this week, and a new computer screen will be available for patients to use. Also, repeat prescriptions have been wiped and lost (a glitch which apparently occurred when the system apparently defaulted) and AC was unaware of this problem.

Care Navigators - there has been some staff turnover, for a variety of reasons, but a satisfactory staff level is virtually in place. They are working with the doctors to tweak the system as necessary.

New doctors have been recruited, and are now operating shift patterns to cover the new Lighthouse Group Practice.

New Terms of Reference have been updated to include the new joint Practice name. In due course these will be discussed with Steve McInnes, of Portsmouth CCG, who has offered his help to ensure that these are correct and will cover the required aspects of our PPG.

ACTION: LG

6. MACMILLAN COFFEE MORNING

Arrangements for the Big Coffee Morning on Friday 27 September 2019:

AC confirmed that it was intended to conduct the Flu Injection campaign on that day (ensuring a steady attendance of patients). There have been some problems with obtaining the different vaccines but AC was hopeful that all would be available for the day. AC informed the committee that no outside organisations had been invited to attend on the day. It was hoped that leaflets, etc, would be available.

Posters advertising The Big Coffee Morning were to be displayed at both Southsea and Devonshire sites.

AC has discussed cover for the day with the practice staff, and two have volunteered to help, and committee members volunteered to help cover the day. MF and NF agreed to be there from approximately 8.30am to help cover the morning, and EA intended to be there from 1pm to help cover the afternoon, and to assist in the raffle and end of day clearance. LH was to check her availability to help out on that day.

LG has obtained a number of raffle prizes and cake donations. She previously warned the committee of her holiday dates which meant that she would be absent on the day, and she will be sadly missed. Raffle Tickets will be sold for £1 per strip.

It was previously agreed that any prizes donated for the coffee morning would be stored in the surgery. The coffee morning will be advertised in the Devonshire Avenue surgery and an open invitation to attend on the day extended to all patients attending that surgery.

7. DATE OF NEXT MEETING

The next meeting will be on Wednesday 6 November 2019 at 2.30 pm at Southsea Medical Centre.

The meeting closed at 3.45 pm.