

**Minutes of The Firs Patient Group (PPG) meeting held on 7  
November 2018**

**6.30-7.30 pm at The Firs**

**Present:** Janet Ashley, Kevin Brown, Dorette Bowen-Grant, , Richard Francis, Jean King, Neil Lewis, Linda Sansum, Andy Simons, Pat Stephenson (PRG rep).

**Apologies:** Rehana Meeajane.

1. **Welcomes and introductions** were made.
2. The **results of the patient survey** were presented by Janet (see paper)
3. The **response of the surgery** was then considered (paper) and the following points made:
  - i. Patients need to be made more aware that they should call at 11am or 4 pm rather than 8.30 am if they want a nurse appointment or to get results, and also about the 'Out of hours', *myGP* and the much improved 111 services.
  - ii. The 'Out of hours' info appears not to be on The Firs website
  - iii. Variable experiences were reported with regard to availability of, and ease of making, appointments.
  - iv. Blood test results- it was felt that a simple text message to say 'No action required' is preferable to no message at all, as at present.
  - v. Regarding issues of making blood test appointments, especially for vulnerable people, Health Watch was taking this up.
  - vi. Confidentiality at reception was still felt to be an issue but which should be solvable, perhaps by patients being able to ask to speak to the staff member to one side or privately when necessary.
  - vii. Discharge from hospital: again it was felt this was a solvable issue that at present left patients feeling insecure. It would be clearer to all concerned if the hospital always put on the discharge letter (and this was always sent to the patient and the GP) what advice they had given regarding follow up with their GP.
4. **Ideas for 2019/20** were then discussed:
  - i. Could Information for patients to help unblock the appointments system and promote new approaches be useful? Some felt however that this was the role of the surgery or CCG.
  - ii. Rather than try to run an information day, as some other PPGs have done, it was agreed that, as this is now the role of the Champions, it would be better to try to liaise with them. To help address priority issues such as social isolation, diabetes and healthy eating.
5. **Actions**
  - i. Write to the Council about two broken street lights in the alley between St James street and the surgery  
Jean  
(and any others who would like to)
  - ii. Liaise with the Champions to offer to assist in any way  
Neil

iii. Invite Health Watch to the next meeting in March 2019

Janet

iv Consider how best patients can be informed about 3i above All

v. Raise 3.ii, iv, vi and vii with the surgery

Exec

**Post meeting note:** The Exec agreed to move important documents (Terms of Reference, Minutes and reports, Survey findings) to The Firs website (Neil to action) as they could not maintain the PG website, and now use Facebook and other social media for communications. Andy will be the Communications Officer and Janet will replace him as Secretary.