**Minutes of the Wish Park Surgery Patient Participation Group held on Wednesday 12th Nov 2014 from 1.30 – 3.30 pm.**

**1 Present:** Sylvia New (Chair) Graham Arlidge, Edward Clay (Secretary), George Coombs, Ruth Lewis, Mark McKaig, Jenine Milburn (Vice-Chair), Chris Rednap, Madelaine Sailani (Treasurer),Patricia Slevin, Richard Spong and from Practice, Greg Barnes and Sanket Patel.

**2 Apologies:** Richard Alden

**3. Minutes of meeting 9 July** revised and accepted. **Action: Sanket** to post on the website.

**4. Matters Arising from meeting of 9th July**

1. *Membership update*: currently 29 members including 23 by email; “new” practice manager, Greg Barnes welcomed to his first meeting.
2. *Practice Information*: *the new surgery on Portland Road*:
3. *Expected completion:* mid March*, opening date*: Monday 23rd March 2016; to be confirmed by early January.
4. *Parking and patient access*: members restated the concerns of their February 2014 letter to practice partners about patient access and parking, especially drop off and pick up for the disabled and the availability of parking for patients with current on-street arrangements.

**Action: Edward to brief Greg Barnes on previous consultations.**

1. *Consultation on internal layout*: the discussion demonstrated interest in arrangements and importance of consulting on finding the best solution for the needs of different patients within the space and other constraints of NHS guidelines.

**The practice will organise an afternoon session on Wednesday 10th December from 1.15 to 3pm and an evening session on Monday 15th December from 5pm-7pm at Wish Road Surgery when all patients will be able to view the draft plans and offer their ideas on layout, furnishings and décor, especially for the waiting areas.**

**Action: Greg and Sanket and as appropriate and with inputs from PPG.** ACTION; Sylvia to send Greg the patients` wish list from the 2013 PPG wine and cheese evening.

1. *Richardson Road pharmacy* is also relocating to Portland Rd with further access and parking implications.
2. *Practice Information: improving usage of new and available surgery resources*:

* The practice in adopting Windows 7 has improved the ability of surgery software to marry with equipment such as the ECG machine. System 1 (used by with 27 other B&H practices) will facilitate envisaged access by GPs and patients to their records.
* Upgrading the telephone system will offer several enhancements such as advising patients where they are in a calling queue. The practice agreed to carry out a mini survey of patient views on enhancements using the PPG email list.
* VDU system: opportunity for informing and educating patients about IT such as website
* E-mail addresses (v small percent) and mobile phone contacts (fuller list) with patients – practice could improve patient info through more complete lists

d) Website – a further upgrade envisaged and Newsletter or mailing about new premises envisaged.

**Action on items c) and d): Greg and Sanket consulting Richard Spong**

e) *Brighton and Hove PPG Network and CCG*, and also NAPP update:

Sylvia and Edward try to attend on behalf of PPG and will continue to advise members of forthcoming meetings of possible interest to members.

f) Postbag: questions to the practice from members concerned the new premises.

5. *AOB:*

a) Sylvia asked about the provision of a wooden suggestions box as agreed at the Jan 8th AGM. This is difficult at the moment due to lack of suitable space, but hopefully the new premises will be more suitable.

b) CCG small grants scheme for PPGs: Sylvia suggested that this offers an opportunity, perhaps jointly with other Hove practices, to involve younger people.

Action: Sylvia to contact local Secondary Schools and nearby PPGs re the possibility of organizing an event to attract and engage with 16+ young people. Follow-up with Greg and Jenine.

8. Meeting closed promptly at 3.30 pm.

**9. Date and time of AGM:** Tuesday 13th January 1.30-3.00 pm

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