**Minutes of Wish Park Surgery PPG Meeting held on 14th March 2018 at 191 Portland Road, Hove.**

*Meeting began 11 am.*

1. **Present:** G. Arlidge (Chair), E. Clay (Secretary), J. Kapp, M. Mckaig, D. Selo, and Greg Barnes (Wish Park Practice),
2. **Apologies:** S. New, M. Sailani and R. Spong
3. **Minutes of the AGM** held on Wed 24 January 2018 were accepted. **ACTION: GB** to post on the website.
4. **Matters Arising:** were dealt with during the meeting.
5. **Membership Update**: unchanged 41 individual members, 5 institutional and GB or SP representing the practice. GB suggests selective texting of patients e.g. by age group to make them aware of PPG activities

**Action: GB in consultation with GA & EC**

1. **Practice Information:**
	1. **Manager’s update:**

*A CQC**inspection**is scheduled for 28 March, and the inspectors usually talk to patients in surgery as well as PPG members who happen to be available (CHECK with GB*

Patient numbers: now exceed 7330; the latest capitation report showing numbers for male/female and their age ranges was available. Approx. 6,000 patients are under 65 and 1,000 over 65. The practice is attempting to consolidate its list within the bounds of Old Shoreham RD to the north, Boundary Rd to the west and Grand Ave to east recognising greater difficulties of access for patients outside this area and also extra time for GP home visits. Consolidation includes not accepting new patients outside the area and encouraging further away patients to consider reregistering.

Staffing: Dr Willis, the new GP began on1st Feb, so there are now 3 full-time equivalents giving a patient/GP ratio of c. 2400, average for the city according to a recent Healthwatch review: (<https://www.healthwatchbrightonandhove.co.uk/press-releases/launch-healthwatch-2018-gp-review/>

Appointments: Demand on WPS is increasing and pressure for urgent appointments puts strain on the pre-bookable system, especially because of the exceptional winter illness related demand. As typically consultations are overrunning by on average 5 minutes, this is causing extended waiting in surgery and catch-up time is now being built into the timetable.

Friends and Family feedback continues to show 85% would recommend the surgery. Most comments are around access to appointments.

Ear syringing is not a contractual service but WHS continues to provide a service.

Additional information: Patient Wi-Fi has just been installed soon, and should be evaluated once patients have ben informed and making use of this service. **Action: GB to report to next meeting.**

* 1. **Parking and Access:** The Council is proposing a Traffic Regulation Order for Portland Rd outside the surgery which would leave the 2 taxi bays in place (following lobbying by the taxi drivers federation), introduce 2 loading/unloading bays for commercial vehicles only and leave 2 maximum 2 hour pay and display bays as well as make on pavement parking an offence. The PPG has proposed through local Wish Councillors the alternative of:
		+ *leaving 2 taxi bays in place temporarily subject to review (below)*
		+ *four 2 hour only and no return within 1 hour bays similar to what is in place outside the former pharmacy in Richardson Rd*
		+ *removal of the recycling bins which obstruct pavement access*
		+ *a full review of speed limits on traffic, pedestrian crossings and parking on Portland Rd following the introduction on 5 March 2018 of Zone L parking restrictions in the western roads of Wish Ward.*

*The Committee are intending to approach the Federation to see if they would be willng to be more sympathetic to the access problems of patients, especially the disable and their carers* ***Action: GA & EC***

1. **ARTS Committee**: there is general appreciation of the first set of wall hung paintings now in place for 3 months. Chris Rednap is now acting as facilitator for the committee on the next set.
2. **Post Bag:** None received.
3. **AOB:** SN is organising on 21st March at 3pm (?) a talk on eye health to be given by a representative from East Sussex Association for the Blind (ESAB) in conjunction with the PPG at; all patients will be invited.
4. **Date of next meeting:** 16 May, 11 – 12.30 pm

Meeting closed at 12.16 pm.

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