

# Minutes of Salisbury Road Patient Participation Group

1st August 2018

ACTION

- Present** Martin James (Chair), Dr Kristian Hampshire, Roger Grocock, Geoff Baier, Audrey Goodale, Helen Petley, Pam Brooks, Katie Baker, Pip Regan, Jean James (Secretary).  
*(Liselotte Hassell was welcomed to her first visit to a PPG meeting and Katie was welcomed back following her maternity leave)*
- Item 1** **Apologies:** Stephen Barratt, Melissa Samee.
- Item 2** **Minutes of Meeting 6.6.18** were agreed as correct.
- Item 3** **Matters arising:**  
Dates for 'flu vaccinations will be Sat 6th October for people at risk and Sat 20th Oct for patients over 75. Please can members of the PPG volunteer their availability?
- Item 4** **Surgery Update:**  
**Staff:** Sarah had a baby boy (1st August)  
**There are three nurses covering Sarahs maternity leave** – Emma, Lorna and Megan. Annie has also increased her hours.  
**Two new receptionists**, Karen and Sarah who are currently in in training. Jess is leaving on 3<sup>rd</sup> August 2018.  
**Dr Marshall** will be back on 1st October. Dr Masood will be off in August and then back in September for one month.
- Friends and Family Survey:** new IT software may take over from paper copies as targets are being met. However, PPG members said that they were happy to carry on obtaining paper replies for which the surgery expressed gratitude.
- The TV screen** scrolling speed is still too fast and needs adjusting although it is already set at the slowest speed. Katie will look into spreading items onto a following page. KB
- Item 5** On-line Appointments: It is not possible to book on-line to see a nurse as the time spent with each patient varies enormously.  
Only one on-line appointment to see a GP can be made at any one time and, as the system does not differentiate between nurse and GP appointments, if an appointment is already booked with a nurse it may not be possible to then make one with a GP. Katie will look into the possibility of altering this although in the past the system has been abused by patients booking more than one appointment and then not attending. KB  
**After meeting note: Katie has now adjusted the system so that 2 appointments can be booked.**
- Item 6** **Area Group:** See attached minutes  
Full Kings Fund report available at:  
<https://www.kingsfund.org.uk/publications/using-data-nhs-gdpr>  
Healthwatch article available at  
<https://www.healthwatch.co.uk/news/putting-people-centre-their-care>  
The Nice detailed guidance at:

<https://www.nice.org.uk/guidance/ng86>

- Item 7**      **Milestone Surgery**  
Would there be a problem here accommodating extra patients if Milestone moves to Southwood?  
Space at the Practice would be a problem and the list may have to be closed. The CCG is aware of the situation and is sympathetic.  
Milestone Surgery is confident that patients would move with them to the new venue.
- Item 8**      **AOB: None**  
Question of the Day:  
Diabetes - Is the low calorie diet a good way of managing diabetes?  
A: would not be encouraged as it would need very careful monitoring - risk of hypo.  
Exercise programmes are being recommended including funding for Weightwatchers or membership of a gym for 3 months.  
Next meeting: question to be put by Helen.
- After meeting note: Frimley Park now has open visiting from 9.00am-9.00pm with the exception of paediatric and orthopaedic wards.***
- Item 12**      **Dates for 2018 (6.30pm at the Surgery)**  
3rd October  
5th December  
(Should anything urgent occur an extraordinary meeting may be called)