

At the Meeting of the Trafalgar Medical Group Practice Patient Participation Group held at Eastney Health Centre on Thursday 23 February 2017

PRESENT

David Pryke - Chairman

Mrs. Sally Atkins – Surgery Manager, Eastney

Mr. David Baynes; Miss Annette Chipperfield; Mrs. Paula Day; Mrs Susie Duffett;
Mrs. Joan Kooner; Mrs. Jayne Pryke; Mr. Phil Saundres; Dr. Lisa Vallance;
Mr. Derek Wynne

Apologies were received from Mrs. Joy Haines; Mrs. Helena Fielder;
Mr. John Robinson; Mr. Alex Speight and Mrs. Barbara White

1. WELCOME

The Chairman welcomed everyone to the meeting including Dr. Lisa Vallance from Veterans Outreach Support and Mrs. Paula Day from Portsmouth Healthy Walks who would be giving short talks.

2. MINUTES

The Minutes of the meeting held on 26 October 2016 were agreed as a correct record.

3. APPOINTMENT OF SECRETARY

As no Secretary was appointed at the Annual General Meeting the Chairman asked if there was anybody willing to take on the role. No nominations were forthcoming and the Chairman agreed to continue with that role until a candidate could be found. He asked that if anybody knew someone willing to take on the role of secretary to contact Sally Atkins.

4. VETERANS OUTREACH SUPPORT

Lisa Vallance gave a short talk on the work of Veterans Outreach Support. This had been established following the Falklands War and was for veterans and family members. It dealt with general welfare, debt, legal, employment etc. advice which was available from the agencies in attendance at the drop-ins which included The Royal British Legion, Combat Stress, Veterans UK – Veterans

Welfare Services, The Royal Naval Benevolent Fund, SSAFA, The White Ensign Association and many others.

The drop-ins were held at The Royal Maritime Club, Queens Street, Portsmouth on the first Wednesday of every month from 2pm to 6pm.

The Chairman thanked Lisa for her presentation.

5. PORTSMOUTH HEALTHY WALKS

Paula Day gave details of The Portsmouth Healthy Walks which were free to attend and a great way to improve health and wellbeing and to meet new people. The walks were ideal for those who would like to improve their health by increasing their physical activity levels and discover the green spaces and scenery that Portsmouth had to offer. All walks were led by trained volunteer walk leaders who were there to ensure that the walk route was safe. The walks were all graded for difficulty and distance/time estimates were supplied so everyone is well informed before they set off. New walkers are asked to complete a health questionnaire before registration and suitable footwear and comfortable clothing was recommended.

Paula also gave details about community exercises that were taking part in the area.

The Chairman thanked Paula for her presentation.

6. CHAIRMAN'S STATEMENT

The Chairman said that he had attended the Citywide PPG meeting on 10 November on which an update on Healthwatch was given also the Portsmouth Clinical Commissioning Group gave a presentation about Healthy Discussions, they were looking for Portsmouth people who they could contact occasionally to ask their views on the NHS. This could be anything from services for frail elderly people to issues about maternity.

They would like to hear from people who might be prepared to give us their views on any health-related issue – or perhaps there was a particular topic that interest you. They won't bother you too much, and don't pass on your information to anyone else - they would just really appreciate it if anyone would consider giving them few minutes of your time, every now and then. Anyone interested should email enquiries@portsmouthccg.nhs.uk

The Chairman reported that the Ramillies Surgery bookshelf was transferred to Osborne Road and we stocked it up with books. £21.40 was raised from the sale

of the books. The bookshelf has now been removed at the request of the GPs , he suggested that the money that was raised goes towards the provision of refreshment at PPG meetings.

It was agreed that the money raised from the sale of books should go towards the provision of refreshments at PPG meetings.

The Chairman Reported that Local NHS leaders were calling on local people to take part in “Your Big Health Conversation’, to discuss the future of the local NHS.

The intention was to seek people’s views on a series of broad questions about how the NHS could and should change in future – for example, what a ‘seven-day NHS’ should mean locally, how the NHS should respond to pressures on GP services, or what people feel about the potential trade-off between creating centres of excellence and keeping services local.

This initial phase would run for two months. After that, the NHS would consider how to seek further, targeted feedback from the local community about more specific issues in the coming months.

The engagement process was being launched now because the NHS faces a period of change. There are opportunities to build stronger networks of care, close to where people live, giving people better support than ever before, at the same time there are also tough questions about how the NHS can live within its means when the need for healthcare is rising faster than the resources available, and how to cope with emerging shortages of key staff groups, such as GPs.

The three clinical commissioning groups (CCGs) serving Portsmouth, Fareham and Gosport, and South Eastern Hampshire, were running the “Your Big Health Conversation” process, and it will be open from 6 February until 7 April.

If anyone would like to find out more about the situation facing the local NHS, there is more information – and also the link to submit your views – on the [Portsmouth CCG](#), [Fareham and Gosport CCG](#), and the [South Eastern Hampshire CCG](#) websites.

The Chairman reported that the John Pound Centre was holding a Diabetes and Healthy Hearts Event on Thursday 2 March from 10am to 2.30 pm There would be a helpful mix of bite-sized sessions to help and inform how best to adapt your lifestyle and help your condition. Sessions would be delivered by local diabetes, cardiac care and fitness specialists and will include coping with your diagnosis, cardiac care support, how exercise can help, dietary advice and reducing your medications. There would be refreshments, Demos, Stands. Talks, Goodie bags and prizes. The event would include a free healthy lunch. To book your free place

call Rebecca on 02392 892012 or email
Rebecca.spencer@johnpoundscentre.co.uk.

7. CARE QUALITY COMMISSION

Sally Atkins reported that the Practice was now on top of the work that the Care Quality Commission felt that had to be done in order to make the Practice safer and more effective. Some of the work had been completed and some was still ongoing. The Practice was confident that if the Care Quality Commission visited today there would be a better outcome than the last visit. The Practice does listen to all feedbacks in order to make improvements.

8. PRACTICE UPDATE

Sally Atkins reported that some preliminary work was being carried out at the reception desk at Osbourne Road. The work was being done in stages in order to be more compliant with the Disability Act. There would be a wheelchair friendly desk and general improvements to the area. It was hoped that the work would make the surgery look more inviting and professional. There would be no clinic on Saturday 11 March to enable some of the work to be carried out.

There had been a recent meeting with the telephone provider to see if improvements could be made for patients dialling in and changes had been made to the way the phones work in the back office. It was hoped that this would result in some improvements but the system will be continued to be monitored.

There had been some great feedback from those patients using the website and members were asked to spread the word about the website as the use of it did make life easier for both staff and patients.

The Clinical Commissioning Group had paid for a new system of text messaging for the Portsmouth area. The system was called iPlato and would be used to remind patients about appointments and informing of blood test results, capturing health data such as smoking status and reminding patients to come for a flu vaccine or health review.

9. COFFEE MORNING

The Chairman reported that Tesco's at Fratton Park had organised community coffee mornings on the first Tuesday of every month from 9am to 11am and had extended an invitation for all members of the PPG to attend.

10. FUTURE MEETINGS

Future meetings of the PPG had been arranged for 1 June 2017 at which there would be presentations from Rebound on those affected by drug and alcohol abuse and from a Pharmacist on the services provided by pharmacies. The following meeting would be on 19 October 2017. Both meetings will commence at 5pm and be held at Eastney Health Centre.