

TRAFALGAR MEDICAL GROUP PRACTICE PATIENT PARTICIPATION GROUP

You are cordially invited to the Meeting of the Trafalgar Medical Group Practice Patient Participation Group which will be held at **6pm on Thursday 27th June 2019 at Eastney Health Centre.**

AGENDA **PLEASE NOTE START TIME**

1. WELCOME

2. MINUTES

To agree the Minutes of the Meeting held on 21 February 2019

3. OSTEOPOROSIS

Jo Sayer, Nurse Specialist for the Osteoporosis Society will give a talk on bone health and osteoporosis

4. DISABILITY CHAMPION

To receive a short talk from John Attrill, Disability Champion and Julie Chapman, Clinical Leader Health Facilitation, Learning Disability Service

5. CHAIRMAN'S STATEMENT

6. PRACTICE UPDATE

7. EASTNEY HEALTH CENTRE OPENING TIMES

8. FUTURE MEETINGS

- a. Future meetings of the PPG have been arranged for 24 October 2019 at which where it is hoped to arrange talks on Respiratory Infections/Diseases and Tinnitus
and 6 February 2020
- b. To give consideration to topics for future meetings.

NOTE: THE MEETING IS SCHEDULED TO FINISH BY 7.15PM

At the Meeting of the Trafalgar Medical Group Practice Patient Participation Group held at Eastney Health Centre on Thursday 21 February 2019

PRESENT

David Pryke – Chairman

Mrs. Sally Atkins – Nurse Administration Manager

Mrs. Sue Miller – Operations Manager

Sister Jooles Allison – Practice Nurse Manager

Mrs. Astrid Brown; Miss Annette Chipperfield; Mr. John Doughty; Mrs. Claire Farr; Mrs. June Glass; Mrs. Jayne Pryke; Mrs. Anne Steel; Mr. David Steel; Mr. Richard Trapnell; Mrs. Pat Wainwright; Mrs. Lynne Whicker; Mr. Terence Wilson; Mrs. Janet Wilmot.

Apologies from: Mrs. Barbara White

1. WELCOME

The Chairman welcomed everyone to the meeting and said that unfortunately the speakers arranged for the meeting were now unable to attend, arrangements would be made for them to attend a future meeting.

2. MINUTES

The Chairman said he had been advised that there was a spelling mistake in the minutes where on the dental health section it reads “gums around the teeth become swollen and bleed when bushed and should be brushed. He apologised and said that he was still carrying out both the Chairman and Secretary posts. He did get very busy at times dealing with Education appeals and said that if anyone was willing to take over the post of Secretary, he would be more than grateful

Subject to the amendment of the spelling mistake the Minutes of the meeting held on 6 June 2018 were agreed as a correct record.

3. PRACTICE TELEPHONE AND PATIENT CALLING SYSTEMS

The Chairman reported that, as requested at the last meeting he had written to the Practice concerning the problems with the telephone and Patient Calling

Systems, a copy of his letter was circulated with the agenda together with the reply from Alex Speight, the operations manager. There were still some problems being experienced with the telephone system and everyone was asked to let the practice know of any problems that they experience.

4. CHAIRMAN'S STATEMENT

The Chairman reported he had attended the City-Wide PPG meeting on 21st November where Dr Nick Moore, Clinical Executive and mental health lead for Portsmouth CCG provided an overview of the services that patients can self-refer into which included:

- Talking Change - IAPT
- Physiotherapy
- Social Prescribing

There were also talks on

- Good Neighbours Network
- Project Bridge and the Hive Portsmouth
- My Time
- Hampshire Fire and Rescue STEER Project

Sally Atkins had circulated the Minutes of this meeting to everyone

The next City-Wide PPG meeting is scheduled to be held on 22 May

He had been given information about "Chatter Box which is held on Thursday afternoons between 2 and 4 at Eastney Methodist Church there were guest speakers, games active and creative fun it is £4 per session which includes tea and biscuits, but you can try a first session for free.

Also, on Thursday Mornings between 10 and 11.30 you can participate in New Age Curling at the Royal British Legion 1-2 Lucknow Street this is £3 per session, including refreshments and again the first session is free.

5. PRACTICE UPDATE

Sally Atkins reported:

a. Practice Pharmacist

The new practice pharmacist would be starting shortly. This would be a shared post with another practice, and he/she would be available to all patients to give relevant medical advice and update prescriptions when necessary.

b. GPs

Dr. Carsten Leestaft would be starting at the practice in April and Dr. Rebecca Hughes would be starting in May.

Sadly Dr. Elliott had now left, and Dr. Randall would be retiring in April.

c. Opening Hours

There were now extended opening hours on Mondays at both Eastney Health Centre and Osborne Road and on Saturdays at Osborne Road. Nurse health care assistant appointments would now be available on alternate Saturdays at Osborne Road but not for blood tests as there is no blood collection service available on Saturdays.

d. Osborne Road Toilets

The toilets at Osborne Road were in the process of being refurbished.

e. PPG Membership

Following new data protection regulations coming into force last year the number of PPG members had reduced as many members had not contacted the practice, as requested, to renew their membership. Members were asked to make friends aware of the PPG and encourage them to enrol, details about the PPG were available at both receptions.

f. Practice Web-Site

The Practice Web-site was available for all patients and it contained a facility for patients to email a question to a GP about any health problem or medication and a reply from the GP would be given within 24 hours, if the GP thought a visit would be advisable, an appointment would either be made for them or they would be asked to make an appointment.

Sister Jooles Allison reported:

g. Macular Degeneration

Opticians participating in the Low Vision Assessment Scheme were able to provide magnifying glasses and vision aids for people suffering from macular degeneration, the opticians participating were:

Anne Gill Eyecare – North End

Boots Opticians – Commercial Road

Forest Optometrists – Drayton

Percy Harrison Opticians – Southsea

Portsea Island Opticians – North End

Specsavers – Southsea, Cosham and Commercial Road.

h. Jade Goody

In memory of Jade Goody the Practice would be promoting cervical psychology for women between 25 and 65 on 22 March 2019

i. Nurses and Health Care Assistants

There were now 12 nurses within the practice these included an outreach nurse visiting vulnerable patients in their homes and a nurse practitioner who

was able to deal with minor ailments and write prescriptions. There were also 4 healthcare assistants.

There was a big thank you to all of the nurses for all of their hard work

j. St. Mary's Hospital Restaurant

Reasonably priced lunches were available each day, a roast dinner being available every Thursday.

6. FUTURE MEETINGS

- a. The next of the PPG had been arranged for 27th June 2019 at which it was hoped include presentations Solent Mind and John Attrill, learning disability champion, it was agreed that this meeting should commence at 6pm to try and attract more people

A further meeting has been arranged for 24th October 2019 which would commence at 5pm

Both meetings will be held at Eastney Health Centre.

- b. It was requested that future topics for consideration should include respiratory problems and tinnitus. The Chairman said he would endeavour to arrange speakers for these topics. It was also requested that a leaflet be provided to explain the services provided by the practice, it was agreed that this would be looked at.