

## **PPG Meeting Summary Notes**

### **7pm 16 January 2018**

The meeting was attended by 14 PPG members and Rosie Green, Strategic Business Manager for Lilliput Surgery. It was chaired by patient, John Chapman.

#### **1. Hello and welcome from the Chair**

#### **2. Increasing appointment availability**

Rosie gave the group an overview of the system in place at Lilliput Surgery which currently offers a good service for urgent Book on Day appointments but a long wait for routine appointments. In an attempt to address the balance of what is currently available, Rosie had visited another surgery who offer a different appointment system. The group was 100% in favour of an alternative system which is currently being explored by the Partners. The group will be updated on progress at the next meeting.

#### **3. Phlebotomy (blood tests)**

Rosie read the letter received from the manager of Phlebotomy service at Poole Hospital detailing the changes which were implemented in December 2017 and proposals for the near future.

Lilliput Surgery will continue to provide the budgeted number of blood test appointments and patients have a choice of other locations to book appointments as well. Information on clinics will be available on the form which patients will receive when blood tests are required. Warfarin bloods can be booked in the same way.

#### **4. Dorset PPG Update**

John gave an update of the open day meeting he attended in November regarding the 5 year plan for the NHS in Dorset. The merger of the hospitals will not mean the closure of Poole Emergency Department. Royal Bournemouth will be the major emergency hospital allowing it to specialise in emergency care.

Dorset Clinical Commissioning Group (CCG) hope for more patient participation with technology leading the way for inclusiveness.

John had no further news on the progress of the Dorset Care Record for health and social care.

## **Lilliput Surgery**

### **5. AOB**

The CCG are preparing to launch a handy guide giving patients a choice of which service to call for certain health complaints, e.g. Pharmacist, 111, GP or ambulance.

Despite some prescriptions still being dispensed in Dr Ayers name, Rosie confirmed that she has now left the practice following her maternity leave and re-location. There is a delay in the change of name to prescriptions due to outside provider problems.

The new screen for patient check in is on order.

Rosie is looking into a problem following letters being sent to patients regarding use of new Glucometers.

Rosie is checking the 24 hour text reminder system for booked appointments.

The meeting closed at 8:15pm, thanks by chair to all.