

NOTES OF A MEETING WITH LOUISE, 7 AUGUST 2018

Present Louise Webb Deputy Practice Manager
Chris King-Smith Chair, Patient Group

Patient Group Brochure

The brochure is currently being printed. Copies will be passed to Louise when they are available, [*delivered that afternoon*]. Chris is making arrangements for a 'launch' towards the end of August, involving increased publicity with members of the Group being present for part of the day to distribute leaflets. The Surgery is happy to cooperate. Chris will let Louise know the final details once finalised.

Louise said that the Partners thought the brochure an impressive quality product.

'Hubs'

A somewhat overworked title. The arrangement with the surgeries at Alresford and West Meon covers only shared nursing services. Our GP Access Hubs giving 8am– 8pm and weekend access are located in Andover and Winchester. Full details are on the homepage of the Surgery website under *Clinics and Services*.

The 'A31 Hub' is an arrangement with local Surgeries offering advice on social and other non-medical services.

Flu-jab Arrangements

The NHS have prescribed a more rigorous set of procedures for 2018/19 for both GP surgeries and pharmacies. There will be 2 types of vaccine available:

- a. Quadrivalent This will be given to under 65's considered at high risk.
- b. Adjuvanted Trivalent This will be given to over 65's.

NHS has given specific instructions to both providers to adhere to these arrangements. The surgery is keen to ensure as many patients as possible use its facilities and can see a role for the Patient Group in in the planning and implementation of the campaign. The Group has been invited to attend the initial planning meeting on 20 August at 1200 in the surgery. [*Chris is returning from a holiday on that day but will ensure that the Group is represented*].

Patients will be able to purchase a quadrivalent injection from a pharmacy, if they wish.

Patient Feedback on NHS Choices

NHS.UK gives patients the opportunity to comment on the quality of service they have received. A few adverse comments have been posted recently which, because of the overall small number of comments, have skewed the satisfaction rating of the surgery unfairly, it is thought. Although the surgery accepts there will be the occasion where an adverse comment is justified, it needs, in fairness, to be counterbalanced by favourable comments from the large number of patients who clearly find the service very satisfactory, but who now need to be encouraged to say so.

Book Sales

These are running at about £50/month, much as before, but the bookcase has enabled a larger number and variety of books to be displayed.

Chris King-Smith
Chair, Patient Group
7 August 2018