**Alton Patient Participation Group**

**Minutes of the Meeting held on Tuesday 11th July 2023**

**at 10.00 am**

**Present:** **Dorothy Clohesy (Chair), Heather Hall (Practice Manager), Angie Hurst, Yvonne Somerville and**

**Elaine Plant (Secretary)**

**1. Apologies**: Carol Edwards and David Edwards

**2. Minutes of the last meeting:**

The minutes were a true record of the last meeting on the 13th June 2023.

**3. Matters Arising:**

**Health & Wellbeing – Community Bus Project:**

Kerrie meeting with John Moorhouse, Chair of The White Hart Community Pub Committee for information and discussion on taking the project forward which will depend on volunteer drivers. PPG members discussed in depth with regards to how we could go forward with this. It was suggested that we could probably get volunteer car drivers to pick up patients in outlying areas more readily than volunteer Mini Bus drivers. The Surgery have put a poster up in the waiting room to see if anyone was interested in volunteering and AH will put it on Facebook. We will discuss again in September.

**Parking:**

Following on from the request from the surgery for PPG members and staff to park on the Village Hall Car Park on meeting days, DC asked if members of the PPG with Disabled Badges who are not able to walk far could park at the far end of the Surgery car park when attending meetings. This would involve 2 cars at the most. Other members will park on the Village Hall Car Park as requested. The day that caused a problem was a particularly busy day with visitors and patients. Had members known that extra visitors were attending the meeting they could have advised them to park on the Village Hall Car Park. Perhaps in future an email to DC would prevent this problem arising again.

**Healthwatch Visit:**

Healthwatch Representative Emma Ford visited the Surgery and met with members of the PPG.

Her main reason for the visit was to see if patients in rural villages feel isolated from the NHS. Topics discussed with **EF** were the importance of Alton Surgery and the Dispensary to the villagers. It is a major asset providing excellent service to the patients not only of Alton but also the surrounding rural villages. This is particularly important because of the lack of regular public transport to any of the local Towns. **EF** was amazed to learn that the village did not have a regular bus service and was also unaware of how many villages actually use the Alton surgery.

Communication difficulties were also discussed regarding patients who do not have access to the internet but as we know, there are no easy solutions to this problem.

Members discussed further. The Healthwatch Report is due out in September and DC requested that **EF** emails a copy to her and suggested the she also visits one of our meetings for feedback.

**Telephone System:**

Still in progress – end of August mentioned but wait and see.

**4. Reports:**

**HH - GP Contract:**

Duty Doctor working ok. Patients able to make an appointment to speak to a duty doctor on the phone with a face to face meeting booked if necessary.

**ICC- YS** applying will report back.

**ICC News –** nothing of interest – waffle.

**Dr Leggett** - will be going on Maternity Leave in October/November. A Locum will cover most of her

Sessions with Dr Brown and Dr Hampton picking up any that are not covered.

**Pharmacy Technician (Alex)** works with all of the PCN and attends Alton once a week. Hewill discuss patients’ medication and inform of any updates that have been introduced that may be more suitable.

**5. Date of next meeting: Tuesday 12th September at 10.00Future Meetings:**

**10th October, 14th November and 12th December all commencing at 10.00am.**