



	<p>The television screen is also out of date. <b>SB</b> said that this is managed by an outside company. <b>SB</b> will ask Paula to look into getting this updated.</p>	<p><b>SB / PB</b></p>
<p><b>3. Switch Telecoms</b></p>	<p><b>IG</b> welcomed Ben Gardiner and Seb Tootill from Switch Telecommunications to the meeting to discuss ideas and suggestions from the group with regard to the new telephone system that the surgery is having installed and how it could work better for patients.</p> <p>Ben talked through the new system and asked the group for any questions.</p> <p>Question/Ideas</p> <ul style="list-style-type: none"> <li>• Can opening times for admin be advertised on the phones? <b>It was agreed this could be done.</b></li> <li>• Can the new system show caller id? <b>IG explained that this could not happen due to patient confidentiality.</b></li> <li>• Can there be a dedicated prescription line? <b>IG said this would not be required as we cannot take prescription requests by telephone.</b></li> <li>• The group listened to the message and asked if it could be made shorter e.g. flu advertising, the statement that says calls are being recorded. <b>This is possible and the message will be streamlined, however if patients do not want to listen to the message they can press the option they require at any time to bypass the message. The Practice advertises flu vaccination clinics every year from September to March. IG said that it is a legal requirement to let patients know that calls are being recorded so that message would have to stay.</b></li> <li>• Can the music be changed and the volume of the music reduced, especially at Normandy surgery? <b>We will be able to choose from a selection of different types of music and the volume can be decreased.</b></li> <li>• Can there be options at Normandy to select reception, admin and dispensary? <b>This can be done it was agreed that there would be 3 options at Normandy as requested.</b></li> <li>• IG would like to include an option for test results and a message advertising the times the results line would be available. <b>This can be done.</b></li> <li>• Currently you get cut off if there are lots of callers in the queue. <b>The new system can hold 10-15 callers in a queue at a time.</b></li> <li>• Is there a way to analyse how long callers are kept waiting and can the PPG be kept up to date with average call times? <b>IG will have access to this information and will regularly update the group with this information.</b></li> </ul>	

<b>4. Updates on appointments review</b>	<p>The surgery carried out a survey around availability of appointments, it showed that the wait was 2 weeks at Fairlands and 3 days at Normandy, based on these results we will be moving some appointments back to Fairlands. The survey showed that patients were happy with our same day/urgent appointment service. All appointments will now be available to book up to 8 weeks in advance.</p>	
<b>5. Staff photos at Normandy</b>	<p>It was agreed that the staff photo board at Normandy would consist only of staff that work at Normandy. It was felt if we displayed all staff it may be confusing for patients that only use Normandy surgery.</p>	<b>PB</b>
<b>6. Fairlands Patient survey report</b>	<p><b>AR</b> gave everybody a copy of proposed survey report. <b>PC</b> asked about the results of question Q61, patients being warned for not turning up for an appointment, <b>IG</b> explained that it was quite difficult to do this, however we are going to have a section in the newsletter about DNA's. The group agreed to put this point in the recommendations section of the final report. The report was agreed by the group and given the go ahead to publish the results on the Fairlands website. <b>SB</b> has put the results on the website.</p>	<b>SB</b>
<b>7. Visit to Cranleigh PPG 2.2.2018</b>	<p><b>AR</b> and <b>VD</b> attended Cranleigh surgeries PPG meeting, they found this very useful and have gained some new ideas. Below are list of findings/ideas:</p> <ul style="list-style-type: none"> <li>• T-shirts provided for the group to wear at PPG events raising awareness of the group.</li> <li>• Practice manager and a GP attend for the first half hour of the meeting.</li> <li>• Suggested that maybe a receptionist should sit on PPG as they have good knowledge.</li> <li>• PPG is considering having its own newsletter.</li> <li>• Patients identified as 'frail' are routinely monitored. <b>IG confirmed that we also do this as a surgery.</b></li> </ul> <p><b>AR</b> is attending Grayshott Surgery PPG on Wednesday 28<sup>th</sup> March 2018 and asked if anybody would like to attend with him. (Update: JP will go with AR.)</p>	
<b>8. Cancer Project update.</b>	<p>It was agreed that Fairlands hall is the ideal location for the event. Two dates were discussed 7<sup>th</sup> and 21<sup>st</sup> September, the group agreed on the 21<sup>st</sup>. <b>JP</b> has booked the hall for this date 11.45am – 6.45pm. <b>JP</b> has also confirmed that Café Fairlands will be able to cater for the refreshments.</p> <p>Funding the event: the group thought that £500 would be needed for marketing etc. <b>AD</b> confirmed that Keith Witham's from SCC has offered £500 to fund the project, subject to knowing full details of the event.</p> <p><b>EMO</b> proposed that we ask GPs and the group for donations. The group agreed that, if they needed more funding further</p>	

	<p>along, they may pursue this idea then.</p> <p><b>JP</b> suggested approaching foundations for funding.</p> <p><b>JP</b> has contacted the Fountain Centre at the RSCH. They have said they would be willing to attend the event.</p> <p><b>JM</b> has approached "Community Foundation Surrey" to ask for £500 donation, she is waiting for a response.</p>	
<b>9. Proposed new co-opted member.</b>	<b>AR</b> has spoken to Leslie Clarke who would like to join the group. <b>AR</b> proposed that he is co-opted and invited to the next meeting. This was agreed by the group and <b>AR</b> will invite him.	<b>AR</b>
<b>10. Constitution</b>	<b>AR</b> gave all members a signed copy of the group's Constitution.	
<b>11. AOB</b>	<p><b>JP</b> raised a point that whilst waiting for her appointment at reception she noticed that the front desk receptionist left the desk for a long period of time and no-one covered, this had caused a long queue to build up. <b>IG</b> explained that staff do get called away and that we have CCTV in the back so that staff can see the front desk. <b>IG</b> said she will keep an eye on the situation.</p> <p><b>JP</b> asked where the certificate that they received for the "Dementia Awareness Event" was as she could not see it in reception. <b>SB</b> said she would liaise with Paula about its whereabouts. <b>SB</b> has confirmed with Paula and the certificate is now displayed in reception above the magazine rack.</p> <p><b>VD</b> suggested that we advertise the over-the-counter medicines initiative in the Fairlands Magazine and in the Fairlands Surgery newsletter. This was agreed. <b>VD</b> will approach the Fairlands Magazine and <b>SB</b> will add to the next surgery newsletter.</p>	<b>VD &amp; SB</b>
<b>Programme of Events</b>		
<b>Event</b>	<b>Date and Time</b>	<b>Venue</b>
PPG Meeting	10.4.2018 2.45pm -4.30pm	Fairlands Medical Centre