

**MINUTES OF A JOINT MEETING OF THE
PATIENT PARTICIPATION GROUP OF
WEEPING CROSS/BEACONSIDE AND JOHN AMERY DRIVE
HEALTH CENTRES
HELD ON
WEDNESDAY 10TH DECEMBER, 2014 AT 6.00 P.M.**

PRESENT: Mr. S. Platts (Chair) Dr. C.W. Shaw, Dr. Nick Aldridge, Mr. Gareth Edwards, Business Manager, Mrs. Ann Broadfield, Assistant Practice Manager (Weeping Cross Health Centre), Mrs. Rachael Stokes, Assistant Practice Manager, (Beaconside Health Centre), Mrs. R. Noyes, Mrs. M. Brocklebank, Mr. D. Goodfellow, Mr. J. Morgan, Mrs. A. Reeves, Mr. T. Robinson, Mrs. L. Ashfield, Mr. P. Cook

APOLOGIES: Mrs. A. Howard, Mrs. L. Luckman

	ACTION
<p>Mr. Andrew Butters, Project Director of Stafford Integration was welcomed to the meeting. He gave a presentation on the background, additional investment, new names, benefits for Stafford, development at Stoke, service developments, new services at Stafford and opportunities.</p>	
<p>MINUTES OF MEETING 17.9.14 These were accepted as a true record.</p>	
<p>MATTERS ARISING: All points under the action column had been addressed and dealt with.</p>	
<p>PRACTICE MANAGER'S SLOT: The Practice was proposing to have a community TV facility to promote advertising. The Group agreed this was a good idea.</p>	
<p>The Family and Friends Test was now in place across all three sites. All data is reported back to NHS England.</p>	
<p>The Practice had now "gone live" with summary care records. Patients can opt out at any time if they so desire.</p>	
<p>SICKNESS COVER: There was discussion about cover across all 3 sites when GP's phone in sick. The Practice does everything possible to try and cover these sessions but unfortunately it is not always possible to do so. A new Registrar will be starting in February 2015.</p>	
<p>FEEDBACK FROM DISTRICT PPG: Maggie gave a brief update to the Group. There was concern about communication between Practice Groups and the District Group. Next meeting is 28th January, 2015.</p>	
<p>FEEDBACK FROM JOINT COMMUNICATIONS & ENGAGEMENT COMMITTEE MTG 26.11.14: This was around internal and external communication which was comprehensive. People are encouraged to go to the web site at www.itsourtime.gov.uk to see what is currently happening and proposals to move forward.</p>	All
<p>PATIENT EXPERIENCE: The Practice was continually looking at ways to improve patient experience. It has been piloting telephone consultations which are proving very popular. 5, 10 and 15 minute appointments had not worked well and had been stopped. Dr Shaw explained that the next review of the appointment policy was scheduled for January 2015 and once completed the action plan will be presented to the PPG.</p>	Partners

ANY CONCERNS FOR NEXT DISTRICT MEETING: They are going to look at commissioning and urgent care. The training given to our PPG members had not been helpful. They should send out information of what they want in time for the Practice PPG meetings, so discussion as a Group can take place in readiness for the District meeting.

ANY OTHER BUSINESS: Ted questioned what the criteria was for organisations that are commissioned, and how they are performance managed and requested a presentation from someone around this. Maggie would take this back to the District PPG.

DATE OF NEXT MEETING; Wednesday 18th March, 2015.

ACTION

Maggie