

**MINUTES OF A JOINT MEETING OF THE
PATIENT PARTICIPATION GROUP OF
WEEPING CROSS/BEACONSIDE AND JOHN AMERY DRIVE
HEALTH CENTRES
HELD ON
WEDNESDAY 18TH MARCH, 2015 AT 6.00 P.M.**

PRESENT: Mr. S. Platts (Chair) Dr. Lloyd, 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, Mrs. S. Harper, Mr. & Mrs. McComiskie, Mrs. L. Russell, Mrs. S. MacIntyre, Mrs. L. Luckman, Ms. J. Waters

APOLOGIES: Mrs. A. Howard, Ms. J. Smith

	ACTION
<p>MINUTES OF MEETING 10.12.14 These were accepted as a true record.</p>	
<p>MATTERS ARISING: Had all been actioned. Dr. Shaw would be presenting his audit on the appointment system at the June meeting.</p>	
<p>CQC PPG FEEDBACK LIST: S. Platts had received a call from the CQC regarding their visit to the Practice on Monday 23rd March. He gave feedback to their questions and informed them of tonight's PPG meeting where further discussion would take place. A. Broadfield had passed age/sex data to S. Platts. Discussion took place on how to involve more service users, social media and facebook was suggested as possibilities, and student welfare at the University for possible links to the younger generation. D. Goodfellow suggested Healthwatch may be able to help. S. Harper had been on a PPG in another area and they had set up a virtual PPG on the internet and she would find out more about that. The Beacon Barracks would soon be receiving 1,000 soldiers from Germany and their families, and it may be possible to engage with the women and children and set up a registration day to welcome them. S. Platts had been asked if the PPG were valued by the Practice, and he informed them that a lot comes out of the Group, and we all try to provide the best service possible involving service users.</p>	
<p>J. Morgan informed the Group Staffordshire Neurological Link would be going public with 2 studies in the near future.</p>	
<p>There were still concerns about sickness cover and loss of surgeries at John Amery Drive and it was suggested this should be addressed as a priority for next year, and an overview of what happens at all 3 sites. Dr. Lloyd offered to do a presentation on this. Also suggested to alternate the PPG meetings between Weeping Cross, Beaconside and John Amery Drive.</p>	
<p>Action: Suggested need for another patient survey. D. Goodfellow to contact Healthwatch, S. Harper to contact previous PPG and an audit to be done with service users.</p>	
<p>CCG CRITERIA FOR JUDGING SERVICE PROVIDERS: There was discussion around the criteria and how contracts are set, and S. Harper would e-mail A. Broadfield with details of Mel Mahon, Commissioning Manager for our CCG, with a view to inviting her to our next PPG meeting to give an overview of commissioning service providers.</p>	
<p>DISTRICT PPG FEEDBACK: Maggie and Ruth had attended. Maggie gave feedback to the Group. A&E crisis is still ongoing, discussion on 111 service and an update on medicine wastage. Also update from Dr. Mark Storey, Clinical</p>	

Research Network, West Midlands. Our Practice has not engaged with this research but we would re-visit it. Next District meeting is in April.

PRACTICE MANAGER'S SLOT: The TV had now been installed in the waiting area but does not link into the BT network yet. If there were any messages the PPG would like displayed please let Gareth know.

New nurse now recruited and Practice is seeing benefits from this. Also an additional new dispenser has been recruited and we have a new Registrar for 12 months. The Practice is also actively trying to recruit a new GP.

Updating of policies and procedures is ongoing within the Practice, and a Business Plan is in the process of being written and input into that would be sought from the PPG.

The Practice has signed up with a private training provider for staff training and development, we are looking at improving the phone system, and an additional computer for booking patients in has been installed on the main reception desk to ease queues at busy walk in surgeries. The Practice is looking at introducing appointments on line, but this is more complex for us due to the 3 sites. A new fire alarm has been installed at John Amery Drive.

G. Edwards asked the Group if their patient charter and information plan were still current, and it was decided to update it.

Text messaging was still not working and was a national problem.

ANY OTHER BUSINESS: The question was asked how the Practice develops staff training needs. A workforce development plan is in place and a training plan implemented for the next 12 months which includes personal development reviews (PDRs) which will highlight any training needs. Mandatory training is also included as a 12 month rolling plan. It was confirmed that the Business Plan would address how the Practice will aim to cope with the increase of people into the area. The Practice has been in discussion with a view to securing land for an alternative site. This is ongoing.

DATE OF NEXT MEETING: Wednesday 17th June, 2015.

ACTION