

## **Joint Patient Participation Group**

### **Weeping Cross Health Centre, Beaconside Health Centre and John Amery Drive Surgery**

#### **Minutes of the Meeting held on 30 September 2015**

#### **Present:**

Steve Platts, Chairman (SP), Sue Harper, Secretary (SH), Dr. R.S. Lloyd (Senior Partner) (RSL), Gareth Edwards (Business Manager) (GE), Rachael Stokes (Assistant Manager Beaconside)RS, Ann Broadfield (Assistant Manager at Weeping Cross) (AB), Lou Luckman (John Amery Drive (LL), Angie Reeves (AR), Maggie Brocklebank (MB), Ruth Noyes (RN), Liz Ashfield (LA), Sally MacIntyre (SM), Peter Cook (PC), Jo Rowley (Advanced Nurse Practitioner) (JR), Ted Robinson (TR) and John Griffin (JG)

**1. Apologies:** David Goodfellow, Gill Saunders and Julie Smith

**2. Minutes of the meeting held on the 17<sup>th</sup> June 2015**

The minutes of the meeting held on the 17<sup>th</sup> June were agreed.

**3. Matters Arising**

**a. Election of Chair and Secretary.**

Mr S Platts was elected to serve as Chair and Mrs S Harper was elected to serve as Secretary.

**4. Presentation by Dr Lloyd.**

RSL updated the meeting on the Inspection carried out by the Care Quality Commission (CQC) which reported its findings as 'good'. Full report on:

<http://www.cqc.org.uk/location/1-542288794/reports>

He had shared details with the CQC of his 32 years with the practice which had seen the patient numbers rise from 4,000 to its present 19,000 patients seen across the 3 centres at Weeping Cross, Beaconside and John Amery Drive. RSL talked about the challenges facing the service with an ageing population in some areas and the high number of young military families in others.

RSL talked about actions taken in early summer when GP staffing shortages had caused temporary changes in practice at the walk in clinic in Weeping Cross. SP expressed concern that the PPG had not been contacted and SL confirmed that the situation should have been handled differently but the action had been taken for patient safety reasons.

RSL spoke about the difficulty facing the health service nationally regarding the recruitment of doctors and shared details of recent staffing changes: RSL spoke about the changing service delivery which will in future see greater use of Advanced Nurse Practitioners and pharmacists and asked that patients try and work with the practice to support this change and relieve some of the pressure presently facing doctors.

RSL advised that he wished to secure a new telephone system that did not keep people hanging on in silence.

The final part of the update concerned the attempts to secure a new site for the Weeping Cross Health Centre. He advised that new and very exciting plans had been drawn up and that the former Baswich House site was the preferred location. Negotiations are ongoing and members agreed to lobby local councillors in support of this work. ( Ann Edgellar 07801 047824 [apedgeller@gmail.com](mailto:apedgeller@gmail.com) and Patrick Farrington [pfarrington@staffordbc.gov.uk](mailto:pfarrington@staffordbc.gov.uk) 01785 824162.)

## 5. District PPG Feedback

MB updated the meeting starting with a request from the CCG that patients examine their new website on <http://www.staffordsurroundsccg.nhs.uk/> and give feedback to [adele.edmondson@staffordsurroundsccg.nhs.uk](mailto:adele.edmondson@staffordsurroundsccg.nhs.uk) She also confirmed that Adele would be happy to send information direct to PPG members (please advise MB) MB agreed to advise the CCG of information appertaining to the PPG for inclusion on the CCG website.

MB gave further updates in respect of:

**Prime Minister's Challenge Fund** lead by GP First (a consortium of local doctors) who have received funding of £4.2 m for a joint scheme with Shropshire, Telford, Wrekin and Stafford. From late October there will be access to GP appointments at Stafford Health and Wellbeing Centre on Stone Road and Gnosall. Routine non-emergency appointments will be available at the weekends via a Freephone number given by local surgery. The funding will also provide for an Acute Visiting Service. (GP in a car to visit people at home to try and reduce A and E admissions). Increased support for dementia and frail services and extra physiotherapy provision.

**111 Service.** New contract from 26th October (same provider) new protocols for response times. Time period given on initial call. Patients may have to wait up to an hour for routine call back but emergencies will receive an improved response time. Looking to include pharmacy support for the future and will look to working with GP First. This is now an effective and well regarded service in our area.

**Pharmacy Common Ailment Service.** 1 October roll out. Patients may visit pharmacy for 26 most common conditions instead of having appointment with GP. Pharmacy may advise and prescribe direct. Patients receiving free prescriptions will need to provide NHS number or a repeat prescription to the pharmacist.

GE undertook to ensure that the website was updated with these new services.

### Actions by MB and GE

## 6. Engagement with young people

DB had circulated a very useful update on the work he had undertaken along with Healthwatch. Sadly it transpires that there was a poor response to the leaflet at Freshers Week. There was a general discussion about the difficulty in engaging with

young people and it was agreed that this would have to be an evolutionary process using social media but the first step was to capture email addresses and mobile telephone details.

GE advised that he was trying a new communications system called MJOG as part of the flu jab campaign and he will provide an update to a future meeting.

In the meantime GE and SH agreed to work together to look at a supplementary form to ask for email addresses and to look at how the practice may be able to use Facebook and Twitter.

**Action GE and SH**

## **7. Appointments and Walk in Surgeries**

GE confirmed that the recent progress on recruitment would mean that the service would be able to offer an extra 10 clinical sessions with effect from December 2015. He was therefore very pleased to report that the Walk in Surgery at Weeping Cross would continue for the immediate future. He confirmed that Jo Rowley was already making a big impact in her role as Advanced Nurse Practitioner.

## **8. Practice Manager Update**

GE updated the meeting on the staff changes. Dr Gobel has moved to Switzerland and has been replaced by Dr. Jarek Wisniewski. Dr Kacki has left and Dr. **Ruth Hesford** will be starting in December. Dr Shaw will be emigrating to Australia in March 2016 and it is hoped that a replacement GP has already been identified. Jo Rowley has been appointed as an Advanced Nurse Practitioner and is able to see patients with minor illnesses such as sprains, coughs and sore throats. She is able to prescribe medicines and order tests.

GE proposed that he produce a quarterly newsletter to update patients on the many changes taking place across the three practices. This was warmly welcomed and SH offered to look over any drafts and share them with interested members. It was agreed that it would be useful to include details of the work of the PPG in this newsletter to encourage greater participation. GE to also consider providing further information within surgeries.

GE stressed the need to ensure that as many people attend extra sessions for receipt of the flu jab during evening and Saturday sessions.

In response to questions raised by PPG members GE confirmed that he was hopeful of an early resolution of the television problem and that reducing the wastage caused by over ordering of prescriptions remains a priority.

**Action GE and SH**

## **9. Any other business**

- a) Complaint: RN shared details of a complaint that had been taken against the Royal Stoke Hospital in respect of its inability to share patient data across two computer systems. She was thanked for this action. Note: Patients may complain about

services offered using official systems provided by PALS and Healthwatch. There is also an informal process that may be used by patients (which may be done anonymously if necessary) that enables the CCG to identify trends of bad practice. Details are available from SH.

- b) Staff Recognition: RN wished to thank the reception staff who had clearly faced a difficult few months trying to support the number of patients seeing fewer doctors. This view was supported by the meeting. SH agreed to draw up a proposal for a staff recognition award for the next meeting.

**Action SH**

- c) Circulation of and approval of future PPG Minutes. It was agreed that future Minutes would be circulated for agreement by members as soon as possible after each meeting. The Secretary would then forward them to local community groups for information. (in addition to the normal posting on the surgery websites)

**Action SH**

**10. Next Meeting agreed as 6pm Wednesday 16 December at Beaconside Health Centre (location subject to change in the event of bad weather)**