

Joint Patient Participation Group

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

Minutes of the Meeting held at Weeping Cross on 15 June 2016

Present:

Steve Platts, Chairman (SP), Sue Harper, Secretary (SH), Dr. R.S. Lloyd (Senior Partner) (RSL), Gareth Edwards (Business Manager) (GE), RS, Ann Broadfield (Assistant Manager at Weeping Cross), Rachel Stokes (Assistant Manager Beaconside) David Goodfellow (DG) Ruth Noyes (RN), Tim Smale (TS), Liz Ashfield (LA), Maggie Brocklebank (MB), Lin Russell (LR), John Griffiths (JG)

SP thanked everyone for attending during the storm and especially AB for providing refreshments.

1. Apologies: Lou Luckman, Peter Cook, Angie Reeves

SP announced that Ted Robinson had recently passed away and advised that a message of condolence had been sent to his daughter.

2. Minutes of the meeting held on the 13 April 2016

The minutes of the meeting held on the 13th April had already been agreed.

3. Matters Arising

- **Website.** SP advised that he had examined the PPG section of the practice website and some PPG minutes were missing. In addition, the terms of reference were not the most recent version and the practice newsletter was not easily identifiable.

Action SH to email current terms of reference and GE to update the website

- **Contact with MP.** SH confirmed that there had been an exchange of correspondence with Jeremy Lefroy MP and he was supportive of the initiative to seek a new health centre.

4. Partner Q and A.

RSL advised that there was nothing further to report on progress towards a new medical centre and considerations were still ongoing.

There was a detailed debate about the availability of patient appointments both at Weeping Cross and John Amery Drive. SH, MB and LA advised that they had been made aware of a number of concerns from patients who faced problems getting access to a Dr. This concern had not been expressed direct to staff at the practice. GE gave details of recent work to examine appointment availability (see Item 5)

5. Practice Manager Update

GE gave details of a recent audit that had been undertaken to establish to number of medical sessions available to patients in the practice. The results indicated that despite the difficulty in recruiting and retaining medical staff the number of sessions had actually increased over a 2-year period. It was noted that these sessions included those with nurses, advanced nurse practitioners and doctors. Work was now ongoing to establish whether patients had correctly chosen a suitable practitioner for their respective condition. The meeting confirmed that they wished to support the practice in communication with patients following this work and it was agreed that a sub group of the PPG would be set up to work with GE once his statistics had been finalised and report back to the next PPG meeting.

It was noted that a number of patients were not attending for their pre booked appointments and that an SMS system was being used to remind patients of these appointments.

GE also advised that all staff recruited over the last few months were now in post and that the advanced nurse practitioners were seeing an increased number of patients and their work was been well received.

The PMS review which could have serious financial implications for the practice was still awaited.

Action SH to arrange meeting with GE, MB, LA, DG and LR

6. District PPG Feedback

MB reported back from the last District PPG meeting. The Community Diabetic Service used by patients across Stafford, Cannock and South East Staffs and Seisdon is presently being reviewed. There is a public consultation meeting on the 22 June at 2pm in the County Buildings Stafford. People using the service are asked to get involved at this meeting or by completing a short questionnaire on <https://www.elesurvey.co.uk/f/614011/3f0d/>

MB gave details of the ongoing work of Stafford and Surrounds CCG as a partner in the Together We are Better - Case for Change working with other CCGs in Staffordshire and Stoke on Trent. More details are available on the CCG website.

The District PPG is seeking to work more closely with the voluntary sector and Action on Hearing Loss gave a presentation to the meeting advising that they hold a drop in session at Rising Brook Baptist Church on the 1st Tuesday of the month between 11am and 12.30. All people who have a hearing loss, suspect they may have a hearing loss or need hearing aid support are invited to attend.

The CCG is seeking details of patient experience of local NHS services. Members were asked to email MB or RN with their 'stories' or advise the Stafford and Surrounds CCG direct.

Action all members

7. Virtual PPG Update

The meeting was updated on progress made by the Virtual PPG sub group that had met since the last meeting. Details of a proposed Google + forum had been shared with members. RSL suggested that the rules should also include a warning that the site should not be used for advice or discussion about medical matters. TS agreed to produce a You Tube video to assist users with access to the forum. It was agreed that support would be provided before the next PPG meeting for anyone having problems accessing the forum. It was agreed that TS, LA and SH would continue to act as moderators to the forum to ensure that a first step access was applied to each new member and to eject anyone abusing the forum. The item will be a regular item at the end of each agenda to discuss how PPG updates may be shared and opinions sought. TS agreed to liaise with GE about wording of the first survey - the understanding of the role of an Advanced Nurse Practitioner. SH stated that she would share details of the forum with the other people who had indicated that they wished to join the virtual group. SH agreed to write to members of the PPG who had not attended recent meetings to ask if they would prefer to be a member of the Virtual Group.

Note from the Chair. SP wished to stress that the Virtual PPG was an additional information sharing process which will hopefully reach younger patients. Whilst PPG members are welcome to use the new forum it is not intended that this will replace the Joint PPG Meeting.

Action all members

8. Frequency and Format of Future Meeting

Following discussion it was agreed that Joint PPG Meetings would continue to be held on a three monthly basis. A sub group meeting would be held between each meeting to progress a specific area of work as determined by the main meeting.

Action SH to liaise with subgroup volunteers and arrange the meetings as appropriate

9. Any other business

JG raised a concern about access to booked 8am nurse appointments. AB agreed to raise this matter with the reception staff.

Action AB

10. Future Meetings of the Joint PPG

- **6pm 14 September 2016 John Amery Drive**
- **6pm 14 December 2016 Beaconside**
- **6pm 15 March 2017 Weeping Cross**