

Joint Patient Participation Group

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

Minutes of the Meeting held at Beaconside 14 September 2016

Present:

Steve Platts, Chairman (SP), Sue Harper, Secretary (SH), Dr. C.E Newell (CEN), Gareth Edwards (Business Manager) (GE), Rachel Stokes (Assistant Manager Beaconside), (RS) David Goodfellow (DG) Ruth Noyes (RN), Tim Smale (TS), Lin Russell (LR), Peter Cook (PC)

1. **Apologies:** Ann Broadfield, Angie Reeves, Maggie Brocklebank, Liz Ashfield.
2. **Minutes of the meeting held on the 15 June 2016**
The minutes of the meeting held on the 15th June had already been agreed.
3. **Matters Arising**
 - **District Group** – SH advised that the CCG was looking at future models of communication and engagement and that an event would be held shortly to progress this.
Update – a date has been set as the 2 November in the afternoon. All PPG members are invited and further details will follow
4. **Election of Chair and Secretary.**
SH proposed Steve Platts to serve as Chair for the next year. This was seconded by TS. SP proposed that SH serve as Secretary for the next year. This was seconded by LR.
5. **Partner Q and A.**
Dr C Newell was welcomed to the meeting. TS asked for an update on whether the closure of the childrens' A and E in Stafford had affected workload in the practice.(CEN stated that there had not been a noticeable difference. A brief discussion took place about this matter and an update on the closure can be found on <http://www.uhnm.nhs.uk/news/pages/County-Hospital-CEC-Update.aspx>.

TS shared details of an app that shows waiting times in local A and E. (NHS A and E live waiting time)

There was a discussion about the availability of patient appointments and the possibility of a new health centre a Weeping Cross – details in item 6.
6. **Practice Manager Update**
GE advised that the practice had now been advised that it was to receive a cut in the budget of 14% per annum to take effect from September (on a pro rata basis). He advised that work was ongoing to identify how these savings would be made.

GE spoke about the work he had undertaken to analyse how patients used medical sessions with the various clinicians. He had examined 1800 patient appointments and had identified that 240 patients could have been seen by a different type of clinician. The results had been shared with a sub group of the PPG and a number of ideas had been suggested. It was agreed that this work would continue with a sub group in conjunction with students from Walton High School – see item 7.

GE confirmed that there are presently no plans to withdraw the walk in service at Weeping Cross and the ongoing work to ensure that patients see the correct clinician would hopefully mean the service can be retained. It was noted however that this position would continue to be reviewed given the budgetary position.

GE advised that telephone appointments are under- utilised within the practice.

There is no further news on the possibility of a new health centre. The Clinical Commissioning Group had included the submission from Weeping Cross in its bid for capital projects to NHS England but an outcome was not expected until the autumn. It is understood that the land at the former police headquarters has been sold subject to contract.

Flu clinics are to start shortly with some Saturday drop in clinics. LR offered her services to carry out some market research on smoking during these clinics.

Action SH to arrange meeting of sub group

All members to advise GE if they are available to help with market research during flu clinics.

7. Walton High School

Students from the sixth form at Walton High School have indicated a willingness to work with the PPG and the practice to look at ways in which we can communicate with patients of all ages about how to select the most appropriate clinician when attending for an appointment.

Action SH to liaise with the Head of Sixth Form

8. Staff Photographs

TS requested that photographs of staff be placed in surgeries and on the website to give reassurance to patients and to help with identification for return visits. GE agreed to look at this.

9. Virtual PPG Update

The meeting was proceeded by an opportunity to gain access to the Google + forum for those members who wished to have help. It was noted that the forum was up and running with 13 members but there had not been much traffic. SH asked TS for help

in identifying an easy access system for new users so that posters could be placed to advertise the forum.

Action SH to work with TS.

10. Any other business

LR asked members to take magazines that would appeal to male patients into their surgery as existing reading material tended to be more suitable for female readers.

11. Date of Next Meeting

The next meeting was agreed as 14 December 2016 at John Amery Drive