

THE VILLAGE SURGERY

PATIENT PARTICIPATION GROUP MEETING

MONDAY 26TH NOVEMBER 2018 AT 6PM

Attended by: Eric Shone (chair), Leo Clare, Paul Swinhoe, Gerry Grant, Mr and Mrs Bonehill, David Rowe, Sylvia Davis, Chris Payne (Practice Manager & minutes)

Apologies: Daniel Duraiswamy, Jacquie Evans, Gerry Grant (left early)

EVERYONE HEALTH

Suzanne from Everyone Health gave a talk about the services commissioned by Staffordshire County Council for healthier lifestyles. These services include Smoking Cessation, Weight Management, NHS Health Checks, Falls Prevention, Malnutrition, Social Isolation. The target population is the over 50s and patients who live in certain wards only. Patients are triaged before and during clinics and any red flags are brought to the attention of the GPs. The programme is GDPR compliant. Eric expressed displeasure that the inclusion criteria was discriminatory; Suzanne will take these comments back to the Public Health Department at Staffs CC. Leo asked if the consultants were all fully trained and qualified in their fields, Suzanne confirmed they were.

The Village Surgery has signed up to offer Smoking Cessation and NHS Health Checks with Everyone Health here but again for over 50s and residents of certain wards. Chris added that Well Person checks are still available at the practice for all patients.

MINUTES OF LAST MEETING

Minutes read and agreed. Chris informed the group that the "loud" video on the Jayex screen had finally been deleted!

PRACTICE ITEMS

Chris confirmed that there are still flu jabs available for over 65s and under 65s (at risk) and more patients are needed to have the flu jab - please promote!

Extended Access – the group asked if this was working well. Chris advised appointments are being offered to patients and booked. Leo asked if Hanley EA hub was up and running – Chris to check with Ian Gibson.

Mrs Bonehill enquired about the National Diabetes Prevention Programme which has been rolled out for pre-diabetic patients, in that the clinics are held in Audley (and Tunstall) and this is not convenient for patients.

Eric mentioned that the new telephone system was frustrating and not as good as the old one. He felt patients were being put on hold for too long and he would prefer to hear an engaged tone so he could ring back. Chris to feed this back to the GPs.

Chris asked the group if patients could be aware to put prescriptions in plenty of time before Christmas to avoid last minute rushes. The surgery is only closed Christmas Day and Boxing Day but Christmas Eve is always very busy.

Online services – David asked if prescriptions not on repeat could still be ordered online. Chris said there was a messaging box which could be used for this and that the prescription clerk does view and action the online requests daily.

Dr Abbasi and Chris presented an information item regarding Urgent Appointments during surgery hours and out of surgery hours. Chris said she would forward this to Paul to put on the website and also try and put it onto the Jayex screen

ANY OTHER BUSINESS

Leo said she would look at the possibility of inviting speakers to the meeting next year including a cardiac nurse specialist; Paul Clews from Keele University regarding body donation and North Staffs Carers Hub or Carers Association.

Gerry handed out a leaflet for Link Line – a telephone befriending service he is active in.

Futures dates for 2019:- Monday 28th January
Monday 25th March
Monday 20th May
Monday 29th July
Monday 30th September
Monday 25th November

Next Meeting Monday 28th January 2019

MERRY CHRISTMAS AND HAPPY NEW YEAR TO EVERYONE!!