THE VILLAGE SURGERY

PATIENT PARTICIPATION GROUP MEETING Held Monday, 4 June 2018 at 6pm

Attendees: Eric Shone – Chairperson Leo Clare

Paul Swinhoe Sylvia Davis
Graham Davis Sheila Bonehill
Albert Bonehill Victor Duraiswamy

Jacquie Evans – Minutes Christine Payne – Practice Manager

Apologies: Gerry Grant, Dr Arora

Minutes of Last Meeting – 26 March 2018

Eric asked if anyone had any comments etc about the Minutes of last Meeting. None

Facebook - Eric asked Chris if the Practice Facebook had been set up, Chris confirmed that it had and that she would forward the link to Jacquie to pass on to the Members. **Action: Christine/Jacquie**

Chris also mentioned there was a 'Closed' Group for people with Diabetes also set up on the Practice Facebook.

Volume - Chris advised the Group that she had hopefully sorted out the volume on the screen which was felt to be too loud at times.

Telephone System – Eric asked if the new telephone system had been sorted? Chris confirmed that it had and that someone was coming on the 26 June 2018 to action this.

Chris also mentioned that they were hoping to set up a new "SMS Text" (MJog) 'respond' to cancel system appointment, Chris said she would be speaking to the Doctors regarding this. **Action: Christine**

Practice Items – Christine Payne

General Data Protection Regulations (GDPR) - Christine informed the Group that there was information in the Surgery for members and patients to look at regarding this which came into force on 25 May 2018 and asked if Gerry could put something in the Newsletter. Gerry said Paul normally did this and if Chris emailed him he was sure Paul would action this and Gerry would check the Website. **Action: Christine/Paul/Gerry**

Information on CCG: Changes to Medicines & Treatments (December 2017). Chris to send email attachment to identify which these are. **Action: Christine**

Any Other Business

Locality Meeting – Leo advised the Group that out of the 6 Practices within Newcastle Central, only 3 people attended from 2 Practices, which she felt was a very poor show. Leo also said that the reduction was currently still under consideration.

A general discussion took place on how this would affect patients from Newcastle Central i.e. having to travel to Audley from Wolstanton for treatment etc. and that provision of services should be within our area. Paul stated that parking at Audley could be problem if more patients were to use their facilities and it was felt maybe it would it be easier for North and South to come to Central rather than the other way.

Newcastle PPG Meeting – Leo informed the Group about the forthcoming Newcastle PPG Meeting which is to be held in the Marks & Spencer's Community Rooms on Wednesday, 18th July 2018 and was being hosted by a Mr Ernest Green and that she would be attending, and any PPG Member was welcome. Jacquie said she would also be attending this Meeting. **Action: All**

Sheila asked what was happening at Bradwell Hospital. Leo said nothing had been finalised at yet, though she had heard that staff from North Staffs were being sent to Stafford Hospital.

CCG NHS Website – Your Voice (Welcome to your Voice) Issue No 12 dated 01.06.2018 could be found on the website and downloaded for those who were interested.

Leo updated the Group about the Meeting at Birches Head regarding the Findings & Recommendations to "Access to Appropriate Adult MH Services" in the North Staffordshire, particularly Newcastle. Dealing with 'Adults' in a caring role, that appointment times were ridiculous and awareness for those accessing information – Self-help yourself or looking for Volunteers in Mental Health and Leo said she was very concerned about the possibility of "Do Gooders" causing more problems etc. than currently being experienced.

Dr Abbasi briefly joined the Group and asked if anyone had any suggestions etc regarding Mental Health to let him know.

NHS Costs: Leo showed the Group a list of costs for NHS Services, it was agreed that Leo would email the list to Jacquie who would attached to Minutes and also send a copy to Paul in order it to be placed on the Practice Website. Paul agreed to do this. **Action: Leo/Jacquie/Paul**

Community Care Works (CCW) – Leo showed the Group a leaflet from "Community Care Works" (CCW) Helping Hands and asked if anyone else had seen it. Short discussion took place, where no one stated they had. Leo said she would contact them to find out more and feedback at the next PPG Meeting. **Action: Leo**

Eric asked if there were any other issues.

Current Roadworks – Sylvia asked if these were affecting the Practice. Chris said currently there weren't any issues regarding Patient access etc.

Eric thanked everyone for attending and the Meeting was closed.

Date & Time of Next Meeting: Monday, 30 July 2018