

THE VILLAGE SURGERY
PATIENT PARTICIPATION GROUP MEETING
Held Monday, 29 January 2017 at 6pm

<u>Attendees:</u>	Eric Shone – Chairperson Gerry Grant Christine Payne	Sylvia Davis Leo Clare Jacquie Evans - Minutes
Apologies	Graham Davis	Victor Duraiswamy

Items from Previous Meeting:

- New Members – Again two new members indicated interest in PPG, however neither attended the Meeting. Jacquie said she would email them both again. **Action: Jacquie**
- Minutes of Last Meeting – Agreed
- Pharmacy Closures – Leo said she had invited Tania Cork on “Pharmacies in the Community” to our March meeting; and would confirm she will still be attending. A mention in the Newsletter advising patients of this may be advantageous! **Action: Leo/Gerry**
- Grant Williams (Shadow Governor, UHNM) – it was agreed that Grant would be invited to attend a PPG Meeting after March 2017. **Action: Leo**
- PPG Members Display Board – Discussion took place and it was agreed ‘where’ the Board would be situated.
- Gerry informed the Group of the Sustainability & Transformation Plan for North Staffordshire on Health & Social Care website could be viewed online and although lengthy it was worth reading.
- Hospital Bed Closures – Further discussions took place regarding this subject and the concerns expressed by the Group etc. Gerry asked if there was anything the Group could do in the meantime, Leo said she would look into this and feedback. Leo also presented to the Group a ‘cut-out’ from the Sentinel and it was agreed that Jacquie would scan and email to the Members. **Action: Jacquie**
- David Hardy (PPG Chair Audley) – Leo said she would invite him to talk to us about PPG activities. **Action: Leo**
- Dr Arora & Dr Shaheen – Both Doctors joined the Meeting and went into some detail of how the Practice was manned and also mentioned that there were now two new Doctors currently at the Practice; Doctors Bhogal and Vincent and that The Practice was eventually hoping to have 3-Doctors on every day. It was suggested that may be they would like to attend the next PPG Meeting. Dr Arora said it would depend on whether they were on ‘duty’ or not.

- David Scott, Secretary of Local Diabetes UK Branch – Leo informed the Group that he had been invited to speak to the Group and had given him a choice of two dates but had not as yet replied formally. Leo to contact him. **Action: Leo**
- Dr Arora mentioned the negative feedback the Practice had received on “Choices” on the website and asked if it could be made know to patients, through the Newsletter that if any patients were unhappy with the service they received would they speak to Christine (Practice Manager). **Action: Gerry**
- Leo informed the Doctors of Tania Cork’s pending visit and invited them to attend if possible. Dr Shaheen said that possibly Tania could identify exactly what they do as working closer with the Pharmacists would be beneficial.
- They also went on to say that soon all GPs will be working on a ‘Rota’ basis on the 111 Hub. Also that those that attended A & E were invited back for review to check if they had contacted 111 first. Dr Arora also asked that feedback from patients using 111 to help improve the system would be welcomed.
- ‘Online’ Appointments – Discussions took place regarding booking appointments and the difference between ‘General’ and ‘Prebookable’ as there was some confused. **Action: Christine**
- Gerry asked how long generally did it take for patients to book an appointment; Christine said approximately 48-hours dependant on whom the patient want to see and when.
- Gerry asked about booking an appointment in advance, again Christine said that this was possible, though there was still a problem with ‘DNAs’ and that there had been 116 in December even though reminders were sent by text.
- Gerry asked Dr Shaheen if he could interview her for the Newsletter which she agreed. Gerry to contact Christine to arrange. **Action: Gerry**
- Practice Newsletter – Gerry informed the Group that the next Newsletter would be sent out at the end of February and that if anyone had an item to forward direct.
- Christine informed the Group that she would be off sick from the 8 February until Mid-March and that emails should be sent to Lesley Durose, Assistant Practice Manager.
- Sylvia said she had attended a ‘Residents Meeting’ where William Boyce (Approach). He talks on Dementia locally, support and help that is available. William has agreed to attend a PPG Meeting as long as there were 6-members in attendance. Leo agreed to contact him to arrange suitable date. **Action: Leo**
- Locality Meeting – Leo said following the meeting in December; it was discussed whether or not there should be a ‘constitution’ framework. Leo to look into this further to ensure this would be possible for the Group. **Action: Leo**
- Citizens Jury – Leo said she had withdrawn from this as it was not as expected.
- Date & Time of Next Meeting – Monday, 27 March 2017