

## PATIENT PARTICIPATION GROUP

### MINUTES OF MEETING HELD MONDAY 30 JULY 2018

Attended by: Eric Shone (Chairperson), Leo Claire, Sylvia and Graham Davis, Paul Swinhoe, Gerry Grant, Sheila and Albert Bonehill, David Rowe, Chris Payne (Practice & minutes)

Apologies: Jacquie Evans, Daniel Duraiswamy

**Mr David Rowe** was introduced to the Group and welcomed as a new member.

**Minutes of last meeting read.** In the AOB section, Leo mentioned the reduction of localities from three to two was still an ongoing issue. The music on the Jayex still loud, **Chris** to look into reducing the volume again on this advert. The new telephone system is still being looked into by Dr Manian. Sheila mentioned the article about the NHS Costs display Leo had seen. Also Leo will chase CCW Helping Hands leaflets.

#### Practice items:

1. Flu season is due to start in mid-September. Chris mentioned to the PPG about setting up an 'open day' to promote this. Paul agreed to put a notice on the Website. The practice still needs to fulfil its numbers so would prefer patients to come to the practice rather than go to the pharmacy.
2. Online promotion. Paul offered to bring in his laptop next meeting to demonstrate to the group how to access online services. He mentioned about demonstrating this at the open day to promote online services to patients. Gerry is putting an article in the next newsletter also. Also the practice has a guest Wi-fi, information on how to log in to be sent to Paul and Gerry; also Chris to look into putting an advert on the Jayex for this. (**Action-Chris**)
3. Chris announced the practice would be welcoming a new registrar from 1<sup>st</sup> August 2018. He is Dr Ansuman Dikpati

#### AOB

Leo said the meeting at Marks & Spencer on 18/7/2018 had been cancelled by David Hardy (Audley PPG Chair) due to lack of support. Audley were pushing for 2 PPG localities and dispensing with Central. Links had been forged with Wolstanton Medical Centre and Audley. Leo wanted to bring this up at this meeting. WMC PPG were not happy with this either. She was concerned regarding services being offer as far away as Audley or Madeley instead of locally. Grant Williams and his colleague David (?) were due to represent Newcastle central at the meeting.

Leo had attended a talk given by Peter Clews from the Anatomy department at Keele University regarding body donation. To be added to Agenda for next meeting to discuss with group if Mr Clews could be invited to give a talk at the subsequent meeting. (**Action-Jacquie/Leo**)

Leo informed the group of the Sentinel's data pages and said they were very informative. She is sending the link to Gerry (**Action-Leo**)

Eric praised the receptionists saying what a great job they do for the patients. Chris to pass in his sentiments (**Action – Chris**)

The number of patients not attending appointments without prior cancellation notice was highlighted. Chris to send figures to Paul and Gerry monthly to put on website (**Action – Chris**)

Albert mentioned the Diabetic Retinopathy Screening service is being moved out of Opticians venues and will be held at local hospitals (eg Bradwell).

David mentioned he didn't receive the agenda and asked if Jacquie would check she has his correct email address (**Action – Jacquie**)

Leo said she would like to send a letter to Dr Emma Sutton (Audley GP and locality lead) to try and find out what is going on with the proposed merging of localities. Gerry suggested sending an exploratory letter and copying Paul Farrelly in (Newcastle MP)

**Next meeting will be Monday 24<sup>th</sup> September at 6pm at the Village Surgery**