

Waterhouses Medical Practice
Patient Participation Group (PPG)

Minutes
of Meeting held on Wednesday, 13th September 2017 at The Surgery,
Waterhouses

Present: Rachel Overton (Chair), Kate Robotham (Practice Manager),
Mrs JB (Secretary), Mr MR, Mrs AH, Miss CH, Mr AH

Welcome – Rachel welcomed everyone to the meeting

Apologies – Mrs BJ, Mrs YG, Mrs M H

Minutes of the last Meeting – were read through and accepted as a true record.

Matters Arising:-

a) Update on the Practice/ Hearing Clinic Response/Appointment System query
Dr Tukmachi started in August as Locum GP until he becomes a Partner in November. Nursing staff are now up to full strength. The District Nurses for the area were originally based at Alton Surgery but due to a room becoming available at Waterhouses, to which there was no cost to them, and in an attempt to keep the District Nurses based in the area instead of having travel from Cheadle to outlying areas, the nurses transferred their base to Waterhouses. However, Kate informed the group that a new “Model of Care” package was due to come out in the near future and so there would be a consultation period on this and depending on the outcome of the consultation, the District Nurses may still have to be based at Cheadle.

b) **Hearing Clinics**

After Mrs Hutchinson reported on the length of time it took when making an appointment to have your hearing checked the following information was confirmed. Yes - Appointments can take up to 3 months in advance, but that the North Staffs CCG were the only CCG not providing funding for moderate cases of hearing loss, is not the case Kate informed the group, and that the CCG had not offered funding for mild to moderate cases for quite a while now. Also if you have had your current hearing aid for three years, the provider you are sent to, (in Leek it is Specsavers), then has to refer you back to your GP to re-assess your hearing needs.

c) Mrs Ball to respond to email regarding Appointment System.

d) Phlebotomy News - Kate is still awaiting an answer from the CCG.

e) Mrs Ball welcomed Mr Andrew Hall to the Meeting. Mr Hall is the Chairman for Waterhouses Parish Council. Kate asked if there had been an update on the parking concerns on the road outside the surgery and Mr Hall replied that this was being looked into but that one of the possibilities was a 30 minute waiting time be applied to the road outside the surgery in order to stop people parking there all day. Kate also asked if it would be possible to offer those who were parking on the road the opportunity of parking on the Recreation Ground Car Park as was kindly offered to those who worked at the Surgery. Mr Hall informed the group that he would look into it, to see if this was something that the Parish Council could offer.

- f) Transport to/From the Practice - This update was due to be given by Mr Burns but he had a previous engagement. However, since the meeting, Mr Burns has since resigned from the PPG via email to Mrs Ball. Mrs Ball responded via email, thanked Mr Burns for letting the PPG know and wished him the best for the future.
- g) Information on Car Parking – A notice has been put in the Surgery stating that patients could use the Recreation Ground Car Park should they wish to do so.
- h) North Staffordshire CCG’s AGM Tuesday 18th July 2017
- i) Miss Hayes attended and a report will be handed out at the next meeting.
- j) Arrangements were discussed for Dorothy Clohesy’s talk on How to look after yourself with Diabetes Type 2. The Talk is to be held at The Hub, on 11th October 2017 at 1pm and Mrs Overton, Mrs Ball and Mrs Hall to provide refreshments. Posters are to be put up in the Surgery for the talk and Kate has said she would look into putting notes about the talk with prescription requests for those groups affected by Diabetes Type 2. Mrs Overton to contact Dorothy Clohesy direct.

Comment [B1]:

Any Other Business:

- a) The CCG and PPG Action Plan to be printed out and discussed at the next meeting.

Date of Next Meeting: Wednesday 1st November 2017