

Minutes of the Waterhouses PPG Meeting 12th February 2020

Present: Rachel Overton, Bridget Johnson, Malcolm Robinson, Annis Hall, Gill Holden, Kate Robothom

Apologies: Cathryn Hayes, Yvonne Pope, Bob & Liz Salt.

Resignation received from John Chester

The minutes were read and agreed.

Items discussed:

The issue of waste prescription items was discussed and a suggestion made to possibly amend the online form so that the 'tick all' box was removed. Patients to be reminded that they do not have to order all items at the same time. This may lead to a decrease in excess medication being kept at home unnecessarily.

Volunteer needed to take over as secretary - Margaret Burn volunteered.

The Practice has been given extra appointments to cover winter pressures at Leek Hospital every evening from 4 pm - 8pm and on Saturday mornings. This will last till the end of February. These extra appointments only bookable by practice.

The Dementia talk given at Ipstones WI by Sharon Wolford was well received, with all who attended gaining useful insights and a better understanding.

Sharon to be asked to come to the next PPG meeting on 6th May.

A new GP partner - Dr Madhu Byrareddy - to be known as Dr Reddy, has started at the practice and will be at Waterhouses on a Monday and Tuesday each week. He will also work at the Tean surgery on other days.

There are currently 2 GP Trainees - Dr Louise Edge until the end of July and Dr Yomi Olowookere until the end of February 2021.

There will be some room changes in the coming months but all patient treatments and appointments will continue to be on the ground floor. The

District Nurses are now based in Cheadle but this Practice area will have a dedicated District Nurse which will improve communications.

Palliative Care meetings continue to be held every 8 weeks to ensure their needs are being met. Some patients are able to be taken off the list as their health improves.

The emergency response at the Surgery was put to the test recently with a need to call the Air Ambulance and use the Defibrillator after a patient collapsed. After several resuscitation attempts the patient was taken to hospital by ambulance and is since back home. The Admin staff as well as the medical staff performed extremely well and should be congratulated for a job well done.

A review of the emergency responses was undertaken after this event with minor changes being made to actions needing to be taken.

The PPG Survey was discussed and the graphs showing the responses which were more positive than in 2018 were discussed. There was only one instance of an increase in negative response to do with recommending the Practice; this has been addressed by Kate Robothom. It was suggested that one of the questions could be reworded to make its meaning clearer.

It was generally felt that patients being called for and collected by the Doctor or Nurse from the waiting room was pleasing and reassuring.

Update on North Staffs NHS - there will be beds at the Hayward Hospital and in local residential homes for elderly care. Leek Hospital is to be rebuilt and upgraded, but as is true at the moment, no Tier 4 appointments will be available in the future.

It was suggested that the sign on the main road could be amended to show the actual opening hours. (This has been done I noted as I drove past this morning.)

Hilary one of the practice nurses has left to work full time in Ashbourne with the other nurses being given extra hours to make up the difference. Photos of new staff will shortly be available in the entrance and on the website.

Date of Next Meeting - Wednesday 6th May 2020 at 1 pm.