

Waterhouses Medical Practice

Patient Participation Group

Minutes of the Meeting held on Wednesday 13th February 2019 at the Surgery

Present: Rachel Overton (Chair), Kate Robotham (Practice manager), Annis Hall, Cathryn Hayes, Margaret Hutchinson, Bridget Johnson, Nick Pope, Elizabeth Salt, Robert Salt.

- 1 Rachel welcomed everyone to the meeting, especially Elizabeth, Robert and Nick who were attending for the first time.
Apologies were received from Julie Ball, Yvonne Pope and Malcolm Robinson.
- 2 **Minutes of the last meeting** of Wednesday 28th November had been circulated and were agreed to be correct with one amendment: Any other business – “*Kate has since pointed out that patients register and request their own password at Reception*” should read “ *Kate has since pointed out that patients ask at Reception....*”
- 3 **Matters arising:** a. **Pam Hawkes** had been unable to commit herself to attending our meeting in the near future and it was agreed to leave this for the time being.

b. **Extended Hours Primary Care Services** : Details are displayed in the surgery. Rachel undertook to write a piece to go into local village newsletters and on Facebook, to inform more patients. Kate will contact the G.P.Federation to see if information has gone into the local press. (See note at the end of these Minutes)
- 4 **Practice Update** : a.Kate reported that the surgery had received a generous legacy and this will be used to provide a blood pressure machine in the waiting room, similar to the one which has been trialled at the Tean surgery.

b. **Trainee G.Ps** – Becky Pitts leaves at the end of March but we will have a further G.P. trainee, sometimes two, until 2021 with only a two month gap.
We will also have **student G.Ps**, working under G.P. supervision for four week blocks during May through to July.
- 5 **Annual Autumn Survey Report** : Rachel circulated copies of her summary of the survey at the meeting. We then looked at the general comments which people had made.
Rachel is to summarise these and the Report and Comments will be circulated with these Minutes, or shortly afterwards.
- 6 **Future of Local Health Services in North Staffs.** : Cathryn pointed out that there are still places at the consultation meeting at the Manor Hotel in Cheadle on Monday 25th February, which she will be attending. There is also a consultation questionnaire which can be completed online at www.elesurvey.co.uk/f/615263/1536/ before 17th March and a hard copy available at the Times and Echo offices, Tape Street, Cheadle.
- 7 **Over-ordering of repeat prescriptions:** This is a big problem but there is no obvious solution. Although this is highlighted on the screen in the waiting room, there is a problem with patients who order medication unnecessarily, resulting in wastage, as medication cannot be given out again if returned, even if unopened., but has to be destroyed.

8 **Any other business:**

a. Kate is to check if the **Welcome Pack for new patients** contains information about the Extended Primary Care Service.

b. **The Blood Test clinic** at Ashbourne Hospital, which most of our patients use, is getting very busy, as it now only operates on Tuesdays.

There being no further business, **the date of the next meeting was agreed to be Wednesday 15th May at 1.00 p.m. at the surgery.**

Following on from the meeting, Kate contacted the G.P.Federation. As a result, we have Ian Gibson from the Federation coming to our next meeting to give us information on the Extended Primary Care Service and answer any questions. He will speak to us at 1.00 p.m. before our Agenda, so please put the date in your diary now.