

Waterhouses Medical Practice

Patient Participation Group

Minutes of Meeting held on Wednesday 28th November 2018 at the Surgery, Waterhouses

Present: Rachel Overton (Chair), Helen Smith (Assistant practice manager), Annis Hall, Cathryn Hayes, Malcolm Robinson, Bridget Johnson.

Welcome – Rachel welcomed everyone to the meeting.

Apologies - Julie Ball, Margaret Hutchinson, Yvonne Pope, Annabel McCallum

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

Matters arising – Sharon’s talk on dementia had been very well received;

- Rachel is to invite Pam Hawkes, from the bowel screening programme, to our next meeting, as she was unable to come on the previously arranged day.
- Other items arising to be dealt with on the Agenda.

a. Post of secretary for the group – Rachel had not received any further names, and so **Cathryn Hayes** agreed to continue as **secretary**.

b. Practice update –

Kate Robotham – Kate’s operation went as planned. She sees her consultant next week and hopes to return to work soon afterwards. In the meantime, she is working to some extent now from home.

Update on GP Training - Dr. Becky Pitts will be returning in her 2nd year of training for a 4 month placement commencing 3rd December 2018.

Extended Primary Care Services – the use of this service is increasing as people telephoning for appointments are offered an alternative time (evening or weekend) if they would prefer it. Some “held back” appointments are also released at 1:00 pm rather than 8:00 am each day, both at Waterhouses and for the extended hours in Leek.

Trish Webb, practice nurse, has left and been replaced by **Karen Seabridge**, who is working the same hours.

- c. **Annual Survey, October 8th-12th 2018.** –Rachel thanked those who had helped with the survey, which had been completed by almost 100 patients. Where Rachel had been able to compare results with the 2017 survey, the number of positive replies had increased for each question. The group then looked at the comments on the questionnaires and Rachel is to complete a report summarising the findings.
- d. **CCG meeting on Future of Local Health Services in North Staffs.** – This is a meeting of the governing bodies of North Staffs. and Stoke-on-Trent CCGs to be held in public on 4th December 2018 at the Bet365 Stadium, and to which we have been invited. Unfortunately no-one present was able to attend but we assume we will receive a report in due time.
- e. **Any Other Business** – It was pointed out that, although WiFi is available at the surgery, the password is only available from Reception. *(Kate has since pointed out that patients register and request their own password at Reception and that there is no password for the surgery.)*
Concern was also expressed that, if patients are not regular users of the surgery and do not look at the website, they may not know about the Extended Primary Care Services, the WiFi, and other general matters concerning the day to day running of the surgery. It was suggested that it might be possible to email those whose email addresses the surgery possesses and/or produce a leaflet which could be available in the surgery. *(Kate has since said that the Newsletter has been low on the list of priorities due to costs and everyone being busy but she will look at this again; also that it is not possible to email patients directly.)*

There being no further business, the **date of the next meeting** was chosen as

Wednesday 13th February 2019 at 1.00pm.