

Waterhouses Medical Practice
Patient Participation Group

Minutes of the Meeting held on Wednesday 11th September 2019 at the Surgery.

Present: Rachel Overton (Chair), Kate Robotham (Practice manager), Cathryn Hayes, Bridget Johnson, Malcolm Robinson

- 1 Rachel welcomed everyone to the meeting. Apologies had been received from Annis Hall, Yvonne Pope and Nick Pope.
- 2 Minutes of the last meeting of 15th May had been circulated and were agreed to be correct.
- 3 Matters arising: 4/4a: The blood pressure machine now has been sited in the entrance lobby and is being used more frequently. However, the chair is quite low for some people and so Kate will look into the provision of a cushion.
5: The text message system is now working but there have been problems due to the national inconsistency of internet access being experienced at present by the NHS.
The Cupcake Day in aid of Dementia Awareness had been a success, raising £360, and the event will possibly be repeated.
- 4 Practice Manager's Report : Dr. Ziad Tukmachi will be leaving the practice in January 2020 but a replacement doctor, Dr. Madhu Byrareddy will start then, so ensuring continuity of cover.
Kate expressed frustration over the national problems with the internet which the NHS has been experiencing for the last two weeks, and which continues at present.
- 5 Update on North Staffs. NHS : There is nothing to report at present.
- 6 Dates and organisation of the PPG Practice Survey: We examined the previous questionnaire and made a few changes, which Rachel will type up. We will complete the survey in the week beginning 14th October, and examine the results at our next meeting. We will also plan further action that we can take, as a result. Members present said they would be available on certain days to present it to patients and Cathryn will ask for further volunteers in a letter accompanying these minutes.
- 7 PPG self-assessment survey : (See document attached with the agenda) We completed the PPG section of this, which Kate will submit.
- 8 Social Media Workshops : (See document attached with the agenda) After discussion, it was agreed that we would not take part in the workshops at this time.
- 9 There was no other business.

The next meeting will be on Wednesday 13th November 2019, 1.00pm at the surgery.