

WATERHOUSES MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP

Minutes of the PPG Meeting held on Wednesday, 15th January 2014

1) Welcome and Introductions: .

PPG Members – Mrs AH, Mrs SN, Mr WR, Mr MR and later joined by Mrs JB
Practice Staff - Kate Robotham (Practice Manager), Dr Usha Tiguti, Dr Jane Ferguson
and Michelle Wilton (PPG Secretary)

2) Apologies: Mrs BJ and Mr IW

3) Minutes of the last Meeting: Michelle went through the minutes and it was agreed that these were a true record of the last meeting.

4) Matters Arising:

a) Update on Succession Planning – Kate stated that the main message today to all PPG members and the local community is that we are a secure team and the future of the Practice looks excellent. Dr Usha Tiguti, Lead GP owns the building and (in partnership with her husband, Dr Vamsi Tiguti) the Practice. Dr Jane Ferguson is a permanent Salaried GP, who many will remember.

b) Telephone Numbers of PPG Members willing to be contacted – PPG members who kindly agreed to have their telephone numbers displayed in order to be contacted were still happy to do so. There has been no contact from patients to those PPG members present. (*Telephone numbers once again listed at the bottom of these Minutes*)

5) Welcome – Dr Usha Tiguti and Dr Jane Ferguson were introduced and given a warm welcome by the PPG members. Kate said that we were delighted with the team we have and that we are working well together to ensure that the future of the Practice goes from strength to strength. All the services we offer, and those new ones listed below, conform to NHS England guidelines and standards and more.

6) New Services available:

a) **Joint Injections** – Dr Vamsi Tiguti will be doing a surgery most Wednesday mornings for joint injections. Patients will be booked in to these slots after being seen and assessed for their suitability by one of the other GP's. However, Dr Vamsi has also said that these slots could also be used if a patient particularly wanted to see a male doctor.

b) **Specialist Diabetic Nurse** – we are looking into inviting a Specialist Diabetic Nurse to do her own Clinic one day a week. This will be beneficial for our diabetic patients and also free up valuable Practice Nurse time (to be confirmed).

c) **Multi-Disciplinary Team (MDT), Golden Standard Framework (GSF) and Long Term Conditions (LTC)** – Regular meetings are held between the Doctors, Practice Nurses, District Nurses, Social Services and Douglas Macmillan (DMH) staff regarding patients who need this input. This will ensure a quality of care to those patients with these specialist needs and to keep all concerned up-to-date with that care.

7) Any other Business

a) Teaching Practice – we have been re-accredited as a 'Teaching Practice' further to a visit from a representative of the Medical School at Keele University. This means that in due course, we will once again be taking Foundation Year 2 (FY2's) and eventually, Registrars. This is exciting news for the Practice.

- b) 'Did Not Attend' (DNA) Appointments – Michelle confirmed that in response to those patients who repeatedly 'DNA'd' their Doctor's or Nurse's appointment, a letter was now being sent if patients had DNA'd 6 times in the last 6 months. A few letters have been sent already explaining the situation and that if they continue to do this, then they would be asked to register elsewhere.
- c) Appointments (including Urgent slots and waiting times) – Waiting times for routine appointments should now have been reduced somewhat and Michelle agreed to advertise the fact that anyone booking in for an 'urgent' slot, only present with one problem.
- d) More Pro-active PPG encouraged – As ever, we encourage dialogue between the PPG and Practice. Any suggestions concerning any area of healthcare are welcomed in order to highlight care and services in our locality. It was felt that it was now time for the PPG to nominate their own Chairperson as the group has been running for well over a year. This is 'your' group and 'your' meeting and should ideally have its' own Chair. Michelle was still happy to act as Secretary and provide the agendas/minutes for the meetings.
- e) Carer's Association – a Representative would like to attend a future PPG Meeting.
- f) Possible Research Programme – A Keele University Research Programme on the condition Polymyalgia. Patients with this condition will be invited to take part in this study.
- g) The Health & Social Care Information Centre (HSCIC) GP Data Extraction – this is ongoing and Opt-Out forms have been created for those patients who do not wish any of their GP data being extracted for this purpose. Kate will keep us up-to-date as there has been negative feedback from GP surgeries nationwide.
- h) NHS 111 – At present, calls are still being handled via NHS Direct or Surgery Out of Hours cover (number to be obtained by ringing the Surgery and listening to recorded message). However, we have been told that this will swap over to 111 towards the end of February 2014.

8) **Date and time of next Meeting**

As requested, we have booked this year's PPG meetings for the following dates – please note them in your diaries but I will also send an Agenda to you all in good time for the meeting. You will also note that we have guests booked for the next 3 meetings:

Wed, 2nd April 2014 Representative from **Staffordshire Doctors Urgent Care Ltd** who will give a presentation on NHS 111 and Out of Hours care.

Wed, 16th July 2014 Lisa Burrows from **North Staffs Carers Association**

Wed, 15th October 2014 Representative from **Keele University** – Polymyalgia Research Programme

Wed, 21st January 2015

PPG Members who are happy to be contacted

Mrs Annis Hall	Tel: 01538 309922
Mrs Bridget Johnson	Tel: 01538 266373
Mr Wyn Reilly	Tel: 01335 324127
Mr Malcolm Robinson	Tel: 01538 304322