

Waterhouses Medical Practice
Patient Participation Group (PPG)

Minutes
of Meeting held on Wednesday, 15th March 2017 at The Surgery,
Waterhouses

Present: Rachel Overton (Chair), Kate Robotham (Practice Manager), Mrs JB, Mrs AH, Mr MR, Miss IT, Mrs MH, Mr MB

Welcome – Rachel welcomed everyone to the meeting

Apologies – YG, Mrs YP, Mrs BJ

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

Matters Arising:-

a) Petition to save Leek Hospital

This is on line at <http://www.thepetitionsite.com/891/934/764/stop-closures-of-community-hospitals/>

There are also paper petitions in shops in Leek.

b) Transport to/from the Practice

Mr Burn is providing information on the mini bus and Car sharing. This will be added to the screen in practice and also put on the notice board to give patients who have trouble getting to/from the practice a possible option when visiting the practice.

c) CCG April Meeting – Best PPG Practice

Julie will be attending.

d) Moorlands Rural and Werrington Patient Locality Group

Rachel attended the last meeting where Judy Samuel who was the member who co-ordinated the talk on the 111 service. Rachel reported that there had been an improvement in the service since the Staffordshire Doctors Urgent Care Team had taken on the service. This was partly due to being able to talk to a qualified nurse if the call operators felt the need to do so.

e) Type 2 Diabetes Talk Information

Rachel had approached Dorothy Clohesy (Chair Alton PPG) who has kindly consented to give a talk as she was qualified in this area for many years. Two dates will be given to Dorothy for the talk . These are 13th September 2017 or 11th October 2017. This will possibly be at the Hub but this will have to be confirmed once a date is known. If these are not convenient Rachel will arrange a different date and report back at the next meeting in May.

f) Update on the Practice

Phlebotomy Services - Some patients had been referred to St Oswald's hospital for their routine bloods. A report had been received back that when they had been to Ashbourne, the ten minute appointment had been straight forward and easy to do. Kate is still waiting a response from the CCG enquiring about possible in-house phlebotomy services for the future.

Update on the Surgery Staffing Levels – Kate informed the meeting that Dr Ziad Tukmachi was soon to be covering Mondays and Tuesdays but had already covered

February Half Term which had proved to be very successful. There were no other changes with regards to staff.

Build Update – The total cost of the build was approx £200,000 with 66% funded by NHS England's Primary Care Infrastructure Fund Improvement Grant.

Dispensary Audit – It had been brought to the Practice Manager's attention that patients were unhappy about having to take signed prescriptions to alternative Pharmacies when the surgery was unable to supply their medication. As a result of this complaint, the surgery immediately carried out a three week audit to ascertain if this was a true reflection. The Audit showed that out of 3,634 items dispensed during the three year period only 13 items were unavailable and this was due to shortages at the wholesalers. These particular patients were given a signed prescription for their medication to be collected from a larger pharmacy. NHS England felt that as we were able to dispense over 99% of prescriptions to our patients that we were offering an **exemplary service** for a small rural practice.

PPG Questionnaire – The date for the next Questionnaire is to be 6th November 2017 for 1 week. All PPG members were asked to put this date in their diaries as help would be needed with handing out the questionnaires.

Any Other Business

Julie to contact David Stone who is the Chairman of the Parish Council with a view to the following:-

- 1) To see if the Recreation Ground Car Park could possibly be used during the day for patients of the Surgery, as car parking is an ongoing problem.
- 2) To see if it was at all possible for a member of the Parish Council to attend the Surgery's meetings to cement the relationship between the Council and the Surgery. If a member does agree to this, they must be a patient of the Surgery.

Date and Time of Next Meeting: Wednesday, 17th May 2017 at 1pm at The Surgery.