

**WATERHOUSES MEDICAL PRACTICE**  
**PATIENT PARTICIPATION GROUP**

**Minutes of the PPG Meeting held on Wednesday, 17<sup>th</sup> April 2013**

**1) Welcome and Introductions:**

PPG Members - Mr RC, Mrs SN and Mr I Wilks  
Practice Staff - Dr Sunil Angris, Kate Robotham (Practice Manager) and Michelle Wilton (PPG Secretary)

**2) Apologies:** Mrs JB, Mrs AH, Mrs BJ, Mr WR and Mr MR

**3) Minutes of the last Meeting:** It was agreed that these were a true record of the last meeting.

**4) Matters Arising:**

- a) Summary Care Records (SCR's) – Kate said that the uploading of patients' Summary Care Records were now 'live' and was only operative in England (not Scotland or Wales or abroad as initially thought). Kate also clarified what information is seen/accessible – Name, Address, Date of Birth, NHS No. Medication and any Allergies.
- b) Out of Hours (OOH) – The launch of NHS '111' had unfortunately failed in our area. Originally, what should have happened was that 111 would have forwarded the caller to our designated number for out of hours care who would then arrange for the patient to be seen. Until this is fully in operation, we have reverted back to our old system of North Staffs Urgent Care on a Thursday afternoon ONLY up to 6.30pm and then cover by Northern Doctors Urgent Care from **6.30pm** onwards daily on Mon, Tues, Wed, Thurs and Friday.
- c) Community Minibus – a notice from Neil Rawlinson, Chair of the Community Minibus & Car Share Association, was read out and unfortunately, as from 1<sup>st</sup> March 2013, the prescription delivery service from the Surgery to patients' homes ceased. The Minibus/Car-Share is STILL available to transport patients to and from the Surgery and for hospital/clinic appointments.

**5) Dr Sunil Angris – Practice Update**

Sunil joined the meeting at this point and handed out a report entitled 'The Impact of Recent NHS Changes on Waterhouses Medical Practice' (attached at Appendix 1). He reported that in his 22 years as a GP at Waterhouses Medical Practice he had seen lots of changes within the NHS but not as much as are currently happening. He went into great detail about how these changes were affecting us at Primary Care level and the level of how much of our funding/budget has been cut. What was first thought to be a temporary 'blip' is now looking to be long-term within the NHS. All local Practices are looking at trying to consolidate some services. IW asked about trying to facilitate more services using Leek and Ashbourne? Sunil replied this is being looked at and Leek would be easier as we use the same Health Authority. Thereby, we have unfortunately lost the capacity to be able to fund long-term locum cover as in the past and this impact is that there are now himself and Dr Chadwick covering all sessions. This automatically has an impact on the appointment system. Patients who have previously been seen for a 'routine/non-urgent' problem as quickly as an 'urgent' appointment – i.e. same day or day after appointments – are now going to be a thing of the past. We are currently working on a 2-3 weeks wait for a 'routine' appointment – occasionally longer if for an appointment with Dr Chadwick who only works on a Monday and Tuesday now.

Sunil reiterated that if something is genuinely 'urgent' then patients will always be seen on the same day, however, he wanted to convey that waiting for up to 3 weeks for a 'routine' appointment was nothing unusual with many other Practices in the local area having the same waiting times. Discussion was had concerning the contents of Appendix 1 and Sunil said that he was also meeting with the local Parish Counsellors to inform them of these changes. He reiterated that we need help, support and guidance to help relay what is happening to our patient population. Michelle doing next newsletter due soon.

In the light of these changes and the effect it could possibly have on the patient experience, it was suggested that a contact telephone number for designated PPG member(s) was a good idea and it was agreed that those members who were happy to have their telephone number displayed on the PPG board in the foyer and be written up in the next minutes should confirm this at the next meeting. This would enable patients who wanted to raise any comments or queries, to contact a PPG member directly if preferred rather than go through the Staff or Practice Manager at the Surgery. The PPG member would ensure confidentiality and anonymity if the patient so wished and raise their comments on their behalf at the next meeting. The PPG offered their full support to the Practice and sympathised with the Practice over the position it has been put in and understood that the changes were due to circumstances beyond the Practice's control.

**6) Any other Business**

New Waiting Room Chair – Kate informed us that a new high-backed, higher chair had been ordered for the Waiting Room, by way of a kind bequest left to the Surgery by the husband of one of our recently deceased patients. This will be so useful for those patients who struggle to get up out of our chairs - elderly, infirm or following hip/knee operations etc.

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

The next meeting will be on Wednesday, 29th May (not as originally planned for 22<sup>nd</sup> May) at 1.00pm in the Surgery.  
All welcome!