

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

**Minutes of the PPG Meeting held on Wednesday, 25<sup>th</sup> February 2015**

**Present:** PPG Members – Mrs AH, Mrs CH, Mrs MH, Mrs BJ, Mrs SN, Mrs JR, Mr MR, Mrs RO, and Mrs JB. *(Please let Michelle know if your name isn't above or in apologies)*  
Practice Staff – Mrs Kate Robotham (Practice Manager/Vice-Chair), Dr Will Edwards (ST2/GP Registrar), Sharon Walford (Clinical Support Assistant) and Michelle Wilton (PPG Secretary)

**1) Apologies:** Wyn Reilly (Chair), Mrs JD, Mrs YP, Dr Tiguti and Dr Ferguson.

**2) Introductions to new Staff:**

**Dr Will Edwards** who is a ST2 (GP Registrar) is doing a placement with us in order to gain experience within a GP Surgery setting. He will be with us for 6 months and then we have another GP Registrar coming straight after, starting in August. Also, to **Sharon Walford** who is our new Clinical Support Assistant, working 3 days a week and based at the Surgery. As explained by Kate, Sharon's role is working closely with those patients of ours who have been identified as vulnerable and at risk of hospital admission. She is a close link between the patient and the Surgery - completing care plans, home visits, liaising with the District Nursing team, Social Services and other outside agencies and in general, the care and well-being of this at risk group in order to try and avoid unplanned hospital admissions. We are sure that they will be given a warm welcome. Sharon has also taken over the role from Cathy Tideswell as the Practice link for the Carer's Association.

**3) Minutes of the last Meeting:** Kate briefly went through the last minutes and it was agreed that these were a true record of the last meeting. Michelle was informed that Mrs RO's name was missing from the last minutes. Apologies conveyed.

**4) Matters arising:**

- a) Patient Locality Group (Moorlands Rural and Werrington) – Michelle had been emailed that the next meeting was on Thursday, 5<sup>th</sup> March at 10.00am in the Seminar Room at Cheadle Hospital. Mrs RO confirmed that she would be going but Mrs JB wouldn't be able to attend this meeting. Both Mrs JB and Mrs RO updated the group on what was discussed at the last meeting. Mrs JB said that she felt there seemed to be some 'lack of direction' – eg. Well Street Surgery had asked how any monies within the Group would be co-ordinated and who would be responsible? Co-ordination would be useful with Cheadle Hospital. However, the group has moved forwards and now has a Chairperson and Secretary. It was explained that the chain of command as – PPG – Patient Locality Group (PLG) – Patient Congress. Mrs JB continued that building blocks need to be put in place and need to pull together as to what services/equipment are actually needed in our locality and ensure that it is provided specifically for that location.
- b) Update on Hearing Aid provision – Mr MR asked about the proposals to provision of Hearing Aids? Michelle reported that this was still in 'consultation process'. *STOP PRESS* – *Since the meeting, it has been in the local press that the proposals have been put in place and those with mild to moderate hearing loss will no longer be eligible for hearing aids on the NHS. More details will be confirmed at the next meeting.*
- c) Due to work commitments and cover for staff members, Michelle has still not been able to produce a Practice Newsletter but is hoping to start on the new edition in the next few weeks – *will work on the Spring Edition over the next few weeks!*

## 5) Any Other Business

- a) Review Action Plan from 2014 – Kate asked all members present if they had received their copies of the Action Plan as this needs to be submitted. This has to be forwarded and displayed on our website. Kate briefly went through the plan and all agreed its' contents. In respect of 'Priority Area 3' Mrs BJ wondered if it was a good idea to contact the local high schools/colleges in order to attract younger members to the PPG? Mrs MH agreed and thought it may be useful for young people with an interest in nursing/medical careers to join? Mrs SN also suggested getting the word out to young mothers? *Action – Kate & Michelle*
- b) On-line Patient Access/'Patient On-line' – Kate explained that from 1<sup>st</sup> April, patients are going to be able to access some of their medical records via 'Patient On-line'. Patients will have to 'opt in' to access this service. This will be in addition to being able to book appointments on line and order repeat prescriptions. As mentioned at the previous meeting, a Statement of Intent was completed and posted on our website to publicise this. The only information that will be able to be viewed at this stage is any patient medication, any adverse reactions and allergies. In future, it will be hoped that things like blood results will be able to be viewed and it was also commented that immunisation history would be extremely useful. Kate explained that the danger with blood results is that the very clinical data could be misinterpreted by the patient as there is a fine line between what is a 'normal' result and 'abnormal'; may show as 'abnormal' but the GP/Nurse may understand that this is completely 'normal' for that particular patient.
- c) Friends and Family Test (FFT) – Kate explained that this was an on-going exercise and to date, we had received very favourable feedback indeed. There were one or two comment cards which included constructive suggestions and these are all being collated by Michelle.
- d) New Staff Members - Cathy Tideswell, Receptionist/Administrator has left to start a new job in Bristol and has been replaced with 2 new ladies (2 part-time roles). **Miriam Krähenbühl** has taken on the role of Medical Secretary, doing patient hospital referrals, the administration of all patient documents and chasing hospital queries etc. and **Jill Loftus** who is a new Receptionist/Administrator. **Dr Will Edwards** and **Sharon Walford** (as above). Welcome to all.
- e) Practice Plans for the Future – Kate announced because of lack of space and the expansion of staff and services at the Surgery, it has been possible to submit a bid to NHS England with a view to an extension – hopefully, by building up on the extension at the rear of the building. This would create much needed space and a designated administration area upstairs, making way for clinic rooms and dispensary downstairs. Brief plans have already been done and fingers crossed, we hope that this is successful.
- f) Out of Hours/Leek Moorlands Hospital – Mrs BJ said we could advertise better the services which are available when the Surgery is closed. Mrs JR said that she had had an issue with OOH on Boxing Day whereby she needed urgent advice and care so she had phoned the Surgery for the answering machine message for OOH service, phoned NHS 111 and then was directed back to the GP? On ringing back (even though knowing it was Boxing Day and Surgery closed) but on ringing our number – there was no message or anything? Kate said that she would try and look into this but unfortunately, we can only test the line ourselves once the surgery is closed in order to hear what the message is. *Action - Kate*
- g) Moorlands Rural and Werrington Patient Locality Group – Mrs JB and Mrs RO updated on the last meeting and were told
- h) Elizabeth Jarrett from Healthwatch – is coming in to give a talk on **Wednesday, 25<sup>th</sup> March 2015 at 1.00pm**, here at the Surgery. All PPG members welcome, members of Staff and this will also be advertised on the Waiting Room screen for any interested patients.

- i) Community Minibus/Car Share Scheme – Michelle had attended a committee meeting in her role as Practice Representative. She had, on behalf of the PPG, presented one of the volunteer drivers (who had been driving for 33 years!) with a retirement card. Michelle thanked him on behalf of all those patients he had ferried to and from hospital appointments over the years.

**6) Date and Time of Next Meeting (purely the Speaker – no PPG business)**

**Wed, 25<sup>th</sup> March 2015 at 1.00pm in the Surgery Waiting Room -**

**Elizabeth Jarrett (Community Engagement Lead for North Staffordshire)**

**from Healthwatch Staffordshire (formerly LINK)**

**PPG Members who are happy to be contacted by Patients**

**Mr Wyn Reilly (Chair)            Tel: 01335 324127**

**Mrs Annis Hall                    Tel: 01538 309922**

**Mrs Bridget Johnson            Tel: 01538 266373**

**Mr Malcolm Robinson            Tel: 01538 304322**