

Waterhouses Medical Practice
Patient Participation Group (PPG)

Minutes
of Meeting held on Wednesday, 9th November 2016 at The Surgery,
Waterhouses

Present: Rachel Overton (Chair), Kate Robotham (Practice Manager), Mrs JB, Mrs AH, Mrs CH, Mr MR

Welcome – Rachel welcomed everyone to the meeting

Apologies – Mrs YP and Mrs MH

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

Matters Arising:-

- **(a) Practice Extension** – Kate reported that the proper flooring had now been finished on the ground floor and the final bill for the new build sent to the NHS for payment.
- **(b) Update on the Surgery Staffing Levels** – Kate informed the meeting that a nurse would be starting at the end of November and would work Wednesdays and Thursdays and the Practice were supporting her through the Practice Nursing qualification at Keele, as she previously worked for Derby Hospital. Kate also informed the group that new advertisements had gone out for a GP/Partner instead of a salaried GP as this would be more beneficial both to the Waterhouses Surgery and the Tean Surgery to support Dr Tiguti.
- **(c) CQC Inspection Report** - Kate confirmed that the Practice had gone through the agreed follow up from the CQC on 3rd October 2016 and the points that had been raised had been resolved or updated procedures put in place. The CQC will re-visit in February.
- **(d) Moorlands Rural & Werrington Patient Locality Group**
Rachel confirmed that the My Care My Way was reported upon, and that the money used keeping open hospitals such as Cheadle was being used. The issues raised were funding and also the lack of carers in the community. The future of Leek Hospital was yet to be determined.

Any Other Business

- a) Alton PPG Visit by Julie – National Association of PPG's
To be discussed at a later date with the members but this information had already been given to Kate to look into as there was a cost involved which the practice would be responsible for.
- b) Falls Awareness Week
Members were unable to go to this due to other appointments etc, in place.
- c) Dementia Meeting – Follow Up
To be done at the next meeting

d) PPG Members

It was agreed that both Julie's and Rachel's contact details be put on the PPG noticeboard, and PPG members details were updated.

e) PPG Questionnaire – Updated and sent to PPG Members

PPG Newsletter - this will be put onto the back of the Surgery newsletter.

f) The Way Forward for the PPG

Rachel talked about virtual members and also said that in another Surgery, PPG Volunteers were used to hand out PPG Patient Surveys and help patients complete them if necessary, and that she thought it would be a good idea for our PPG to do a similar thing. At this time a preview of the Patient Participation Group's Patient Survey was handed out. This was updated and it was agreed by everyone that these be handed out to patients by PPG members starting from the 14th in the surgery itself. A Copy of the rota for the week will be given to Kate and replies can either be given back to the the PPG member or people can put their answers in the response boxes which will be in the Surgery. Badges for the PPG members will be provided for.

Date and Time of Next Meeting: Wednesday, 18th January 2017 at 1pm at The Surgery.