

Patient Participation Group Meeting  
Tuesday 31<sup>st</sup> July 2018

Present

DW, PL GM, JS, PT. JB, TB

Apologies – AR, JM, KB, SF, MD, TW

DW thanked everyone for attending and offered coffee and biscuits.

1. Last meeting minutes read and agreed.
2. Chemist update– DW asked if the patients are still having issues with the chemist. Most of the PPG have changed to other chemist in the area and are receiving a better service.
3. FFT - DW read out the comments for June and July 2018 and all patients agreed. DW stated that the numbers of patients completing them has reduced.
4. Letter received from Danny Flynn from YMCA to thank practice for the cheque for £100 proceeds from the xmas raffle.
5. DW – spoke to Will Boyce, from Approach Staffordshire regarding dementia speaker. He suggests that they go to the new centre in Shelton for the next PPG meeting, as they have a meeting room and he can then show group around the referral centre. Date agreed 11<sup>th</sup> Sept 10.30 am. DW asks who is able to attend. Paul Lewis asks about parking. DW suggests lift sharing as it is on Stoke road and parking may be an issue. JB and PL to get back to us when checked their diaries and will confirm.
6. Travel insurance for over 80's with heart problems. PL suggests that any one suffering from heart problems to get in touch with heart foundation that have links to cheaper travel insurance for patient with heart problems. JB interested.
7. Online appointments and prescriptions. PT asks if we reached the 2% target for this as previously discussed. DW asks all patients if they can sign up and also promote this to other patients to reach the targets set by CCG.
8. CCG visit to practice – DW advised group that we recently had a visit to discuss the communication between CCG and practices. We mentioned that the NHS England DNA their apt with the group and had not sent apologies or any explanation and that it had been noted.
9. JB asks if the hospital are farming out work for hearing and opticians as a friend has been sent an appointment to go to boots for a f/u after having an eye operation. PL also asked if this is the same for hearing as he had been referred to Specsavers and they had to refer him back to Ent as they could not help him. When he went to hospital they told him that he should not have been referred to Specsavers and that there had been no safe guards in place and that everyone had been farmed out. TB suggests that DW contact CCG to let them know this is happening as they commission the services. They want it to be noted that they do not agree with this at all and want the CCG to be informed as it is not working for patients.
10. It was decided that the Christmas party this year will be on Tuesday 18<sup>th</sup> Dec at 12 – 2pm. All group agreed. DW to arrange reps for sandwiches etc.

11. TB – sentinel suggested that S-o-T is the worst area for OOH appointments, suggesting that the local GP surgeries are not catering for OOH.  
DW informed the group that ANEW are working with the CCG to make HUBS across the city for patient to be seen over weekends and evenings. Patients will call 111 and they will give patients appointments at one of the local hubs, 4 across the city. We are currently signing data sharing agreements so that the hubs can send the relevant information to GP surgeries that patients who attend are registered with. This is ongoing.
  
12. Practice Security – DW informed the group that we have had a unknown male had made his way upstairs to use the toilet. DW tackled him when he came down and after further enquires it seems that this man had been into the chemist for a needle exchange and needed water for hi injection.  
Dr QS asked him to get the key at reception if he needs to use the toilet again and the man fled.  
DW has asked PT to put number locks on the toilet and bathroom doors upstairs and also to lock the cleaner’s room and the nurses store room so that he is unable to get water.  
She asks group how we can improve the building so that members of the public cannot get upstairs and unfortunately the building is not good for security. PL suggests that she contact the police to inform them and that they will send someone out (security officer) to make a plan on what we can do to improve the situation.

Next meeting TBA