

Patient Participation Group Meeting  
Wednesday 6<sup>th</sup> August 2017

Present

DW, PL, GM, JS, MD, AR, TW

Apologies – JB, JM, AH, PT, KB

DW thanked everyone for attending and offered coffee and biscuits.

1. FFT –The group read through them and stated that they know that patients are happy as they help patients when the survey is due and they get patient feedback then, and the majority is good.
2. DW Update the group on the discussions with NHS England and the Potteries. Still not heard any feedback from NHS England.
3. Monthly walk – DW advised that the walk is still ongoing on the second Tuesday of each month at 12 noon. Anyone wishing to join the group to meet on carpark inside Bucknall Park for a short walk around the park. Gp and nurse attend.
4. 7.30am starts – DW advises group that we will still be opening at 7.30 am when the CCG stop paying the practice to open extended hours from 7.30 to 8am each morning as the patients who work like to attend these times. JS agreed as patients like to come early who go to work.
5. Lloyd's chemist and EPS prescriptions – DW advises that the service still has room to improve, that Many patients are using other chemists instead of Lloyds and this will affect their revenue. TW suggests that we put a list in reception of all the local chemists for patients to be able to choose which one is best for them. TB wants it to be recorded as the group are still not happy with their performance. AR had issued and changed to Milton chemist. MD had issues and changed to Werrington chemist.
6. Christmas party – All agreed on Tuesday 19<sup>th</sup> December – 12 till 2 for this year's party. DW asks if anyone has any unused gifts or food stuff that can be used for raffle prizes/hamper this year.  
MD – make small cakes  
JS – mince pies/ Ham sandwiches  
JB – sandwiches?  
Graham – Cheese & onion sandwiches

DW to add to the website and Facebook site to give patients time to see it.

DW to organise a rep to provide small cakes and sandwiches for the event

7. Flu clinics – Flu clinics start next week. Dates are in reception for patients to make appointments. Anyone over 65 is eligible and younger if they have certain chronic diseases. Check with reception if they are eligible.
8. Bowel screening - DW had a meeting with member of cancer team for bowel screening this week. We have arranged for them to come along to one of the flu clinics to demonstrate to patients how easy it is and what is involved. Staffordshire currently has 50% uptake, but the surgery has 55% uptake so we are doing well. Need more males to complete the screening, hopefully this will incentivise them in carrying it out.

9. DW asks group which speakers they would like to come in and speak for the group. PL asks if we can highlight young people leaving care ? he will organise someone from the probation service to come in. AR asks if we can have someone from the Lou Macari homeless charity to come in and speak with us, she will arrange that and get back to us. GM asks if Will from dementia friends could come in and speak with us again.
10. Patient survey for this year - DW asks the group to look at the last survey that we did and see what if anything needs changing and updating for this year's survey. GM suggests that we take out Q 7. TW suggests that we amend Q11 to say are patients aware of on line services, if so would they use it? Also Q13 amend to ask Do you feel the surgery is welcoming. DW to amend and print out copies. She also asks if we can organise for the PPG to come in over a 2 week period to conduct the survey for her when surgery is on. All agreed.

Next mtg TBA