

Patient Participation

Group Meeting (PPG) and AGM

Tuesday 12 January 2016

Present: Mike Turner (chairman)
Sandy Turner (deputy)
Margaret Wilcox
Caroline Gray
Colin Eastwood
Val Chapman
John Maddison
Jo Webb
Shirley Perkins

Apologies: Gwyneth Eastwood
Lynne Cooper
Dr Shapley
Julia Stanway

AGM

1. Chair's Report

The chairman read his report to those present. Copy attached.

2. Election of Officers

- Both Mike and Sandy confirmed they would be stepping down as chairman and deputy respectively. Mike informed the group that John had been nominated as chair, the position of which John confirmed he would accept.
- Caroline confirmed she was happy to continue to take minutes of the meetings and would act as deputy chair in the event John is unable to make meetings in 2016.

3. Date and time for next AGM

To be decided

General Meeting

1. Apologies: as above

2. Minutes of the last meeting: agreed, other than amendments to attendees, correct copy attached.

3. Action points and matters arising

- Colin raised the Staffordshire HUB website, which it is generally felt is too complicated. While the concept of the HUB is a good idea it needs to be simplified so that users can better navigate the site.
- Jo reported that installation of the new computer system, which was due to go live on 16 February, had been delayed and it was anticipated that the new go live date would be some time in April.
- Jo confirmed that there was no information to be handed out yet in respect of the Age UK healthy living or the NHS choices projects.
- Colin asked that Gwyn be acknowledged in respect of the hard work both she and Colin had undertaken on the patient satisfaction survey and the groups' thanks are extended to her.

4. Correspondence: none

5. Update from the practice

- Jo confirmed that there was no date yet in respect of the CQC visit.
- The DNA figures for 2015 amounted to 1,719 no shows as against 823 in 2014. It was noted that there had been a massive jump in the DNA figures between July and November. Jo confirmed that Dr Shapley wrote to repeat offenders but the situation was generally not improving. Jo was asked what the cost was to the NHS per patient visit to a GP, which Jo said she would look into.
- Shirley raised the new layout of chairs in the surgery which the group thought was an improvement.

6. PPG's Lifestyle/Diabetes project – the Staffordshire Hub

More articles to be submitted for inclusion in the Newsletter

7. Reports from Patients Congress and Locality Group meetings

Sandy reported that she had attended the last meeting and the following issues were discussed:

- Problems of recruiting GPs to local surgeries: a 5 year plan is in place, working with Keele Medical School with the aim of retaining students to the area.
- Advance Nurse Practitioners: currently 15 nurses are taking the relevant course; 50% of whom have passed. It is acknowledged that more are needed. In the meantime, patients are being encouraged to use pharmacists initially rather than overloading GPs and A&E.

- Following on from the diabetes project further initiatives are to be launched but topics are yet to be decided.
- Sandy will circulate minutes in due course.
- The next Locality Group meeting will be on 25 February at 5.30pm.

8. Newsletter

- Margaret confirmed that she had sent a list of healthy activities to Mike for inclusion in the newsletter, which Mike was able to confirm he had now received.
- Mike reported that Drs Shapley, Ralphs and Pugsley had all offered to write articles for the newsletter, as had Colin and Sandy. As soon as one of the doctor's articles was received the newsletter would be ready to print. The other articles would be included in future newsletters.
- Mike also confirmed that he would include the most recent DNA figures.
- Shirley offered to provide an article on local group walks which were available on a daily basis in the city through the Ramblers Association.
- Mike confirmed that he would remain as editor of the newsletter for the time being.

9. Any other business

- Feedback on the practice website: comments to come from Dr Ralphs/Lynne
- Dr Shapley would like to bring the Group up to date on Colleen's work on over 75s and will do so at the next meeting.
- PPG notice board: the state of the notice board was raised and it was agreed that too much new information had been pinned up without removing the old. Sandy volunteered to tidy up the board.
- Margaret told the Group that there were a lot of activities at Bradwell Lodge of which the public were unaware but which could be beneficial to patients.

10. Date and place of next meeting

Next meeting: 1 March 2016 at 6 pm, the Meeting Room, Bradwell Lodge