

Balance Street Health Centre

Minutes of the Patient Participation Group (PPG) Meeting Monday 5th August 2013

Present: Jerry Latham (Chairman), Ann Mottram, Fiona Edridge, Cynthia Firman, John Titlow, Pat Hughes, Carol Pickering, Richard Jones, Jane Llewelyn, Arthur Hackwood, Gill McGowen, Anna Everett, Mike Barratt (Northgate PPG Chairman)

1. **Apologies:** Jane Wright, Anita Epple, Toby Sills, Ruth Kerry, Hermione Montgomery, David Atherton
2. The minutes from the previous meeting held on Monday 3rd June 2013, were read and approved.
3. **Fiona Edridge**, the new Practice Manager, was welcomed by the Chairman. Fiona said that she had worked closely with the PPG in her previous practice and was looking forward to working with the Balance Street PPG.
4. **Carers Awareness Campaign feedback** – There were 12 new carers registered during the campaign, however Anna Everett, from CASS, said there had been no significant increase in registrations in the weeks following. PH asked if CASS gave leaflets to the Parkinsons Groups in the area. AE said they did to the Burton group but not to the Ashbourne one. JT asked if CASS were aware that Careline, the telephone support service in Ashbourne, was now covering Uttoxeter. AE said that she was not aware of this. AM said that Balance Street Practice will start adding a CASS leaflet to their welcome packs. **AM asked AE to send through more leaflets.**
5. **Youth Health Fair feedback** – Andrew Griffiths MP, sent a letter to JL congratulating the Balance Street PPG on initiating the Youth Health Fair concept with our local high school. The CCG are thrilled with the event, and look forward to seeing this initiative roll out across Staffordshire. Two practices in Burton are already organising such an event with The deFerrers Academy in Burton. Thomas Alleyne's High School in Uttoxeter has asked us to organise the Youth Health Fair every year. The results from the evaluation forms were circulated and one pupil has been picked to win a prize for the most objective evaluation of the workshops. **AM to contact the school.**
6. **New Projects** –
Flu Saturday to be held on 19th October. The PPG members were asked to support the event again, which was very successful last year. **AM to email members**, to submit times for the rota, once timings for the day have been confirmed. AE asked if she could attend to talk to patients about CASS. We will also promote the shingles injection for 70 and 79 year olds at this event.

Patient Survey – The timing of the survey changed last year to October, as this suited the doctors better than the January date. This will need to be arranged for October 2013.

AM asked the group for their views on the survey questions which she had emailed out to them. The group felt that the questions should have a strong emphasis on access, the ability to get an appointment, and the quality of reception staff. As previously discussed all agreed that the most important issues were reception issues, and access to appointments. **AM** will amend the questions as requested and send a final copy out via email for approval.

Youth Health Fair for 2014 – As the original date for the 2013 Health Fair was at the end of March, it is likely that this date will suit the school again. A sub committee will need to be formed at the next meeting in October.

Adult Health Fair – This has been discussed in previous meetings and would be organised by both Balance Street and Northgate practices. **MB** (Northgate Chairman) said that the new practice should be opening in March/April 2014, with an open day planned for June. The Health Fair could coincide with the Northgate open day, but held at the Town Hall. The Tutbury practices have recently held an open health day, with 33 different health providers attending.

JL to pass list of health providers to AM.

Hearing Test awareness campaign – **CF** expressed her concerns that not enough older people have a hearing test, and are often unaware of their reduced hearing problem. **JL** said that he thought the audiologist on the 2nd floor was now self-referral. **AM to check** and add information to TV screen in reception. Also, **AM** to look at using the reception promotional table for a hearing test awareness campaign.

7. AOB –

NHS Direct 111 service – Previously, the CCG had said that they were unable to give out any information on the situation regarding the 111 service, even to the Patient Board. They have now informed them that the handover is likely to take place in October and that Staffordshire Doctors, who currently run our Out of Hours service, are most likely to take over. **JL** commented that the 111 service has been largely successful in this area.

MAC UK – the contract with MAC UK has now ceased. They could not sustain the service and have withdrawn. South Staffs are in the process of putting in another service and are looking at costs.

Diabetes Group – **AE** wanted to make everyone aware that the Diabetes Group meet in Burton every Wednesday. At the last diabetes café, **Mediline** attended and said that they were looking to put on a similar event, focusing on Alzheimer's.

New members – we will be joined by 2 new 'young' members at our next meeting, **Elliott** who is 17 and **Lucy** who is 16. They were unable to attend this meeting but we look forward to their 'youthful' contribution to the PPG in the future.

Date of next meeting is Monday 7th October 2013 at 6pm in the conference room.