

Balance Street Health Centre

Minutes Patient Participation Group (PPG) Monday, 12 November 2018

Present: Ruth Kerry (Chair); Carol Pickering (Treasurer); Anita Thomas-Epple (Secretary); Dr David Atherton; Howard Nash; Sue Dallison; Gill McGowan; Ken Fountain (Vice Chair); Jane Fountain; Arthur Hackwood; Lynn Furber.

Minutes: Anita T-E

| Item | Notes | Action |
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| 1 | Welcome and Apologies Apologies: Claire Henman (Practice Manager); Dr Peter Trewin; John Glandfield; Richard Jones; Neil Phillips; Cynthia Firman; Russell James, | |
| 2 | Matters Arising from Previous Minutes The minutes from 24 September were accepted as a true record. 5 Bank Account Ruth confirmed that there are a number of questions from the bank that need discussing with Ann Mottram before she is to go into the HSBC in Derby in order for the PPG to access the £75 funds therein. | |
| 3 | Flu Saturday Secretary conveyed thanks on behalf of Practice Manager to those that assisted with the Flu Saturdays and the raffles. For the Matthew Hampson foundation we raised £191.00 and the Living well Project we raised £132.00 PPG members expressed concern that in previous years they had assisted with helping patients, chatting to them and talking about the role of the PPG. Last year and this year it was felt the PPG were required mainly to man the raffle table and many felt this wasn't a good use of their time. One PPG member assisting patients in readiness for the nurse felt that the nurse was less than gracious of the support. PPG requested that there be a clear delineation of responsibilities and roles at such events. To be discussed prior to 2019 Flu Saturdays. Dr Atherton assured all members that their attendance is valued. | |
| 4 | Living Well Project Project co-ordinator Howard said the project that commenced in September going very well. The first cohort of patients were very appreciative of the programme. The stumbling block was around transport and getting patients to and from Uttoxeter Cares in Holly Road. Howard had secured a generous donation of a free hire car from Angus MacKinnon but this meant a PPG member was required to pick up car, collect and return patients and return car. Howard discussed that ideally taxis would be the best solution and was approaching the Town Council for a grant for funding the transport and other local organisations that might be able to help financially. | Howard |

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| 5 | Red Bags Item raised by Cynthia but as she was not present, item to be deferred to next meeting. | Cynthia |
| 6 | Mobility Link – Lift Service Secretary passed on to the PPG on behalf of Cynthia that Charles is looking for volunteer drivers for this local service that he coordinates to help transport local people to and from hospitals. For further information contact Cynthia for Charles's contact details. | Cynthia |
| 7 | Referral Letters Chair Ruth raised the issue with Dr Atherton whether other patients had issues with referral letters from the practice not reaching specialists/departments at Derby and Burton hospitals. Ruth further raised the point that vulnerable patients might not have the wherewithal to chase their GP if they had not heard anything. Dr Atherton responded that as referrals were still paper-based they might not 100% reach their destination but they do chase them if they have heard nothing. Dr Atherton also mentioned he had met with system specialists at a forum to flag up these very issues. Furthermore, Dr Atherton asked that the PPG raise a support request at the East Staffs Patient Engagement Group. Dr Atherton often hears the frustrations of patients when liaising with hospitals especially when they receive no response and they often have to resort to PALS to get a satisfactory response. Dr Atherton suggested that the hospitals could provide a 'Help Desk' system for patients to log their issues and queries. These then could be signposted to the correct departments for action and patients could be updated on the progress. PPG members affirmed this is an excellent idea and would value such a service as patients. Secretary and Cynthia are attending the next ESPEG on 22 November and will take the suggestion to the meeting. | Secretary, Cynthia |
| 8 | Virgin Health Care Discussion ensued regarding the current situation of Virgin Health Care withdrawing from hospitals. | |
| 9 | Practice Engagement with Patients Dr Atherton, speaking on behalf of Practice Manager, stated that the practice website was in need of an update and asked that the PPG members take a look at other notable practice websites for constructive feedback and suggestions. Peel Croft Practice in Burton was a suggested starting point. https://www.peelcroftsurgery.co.uk/ Dr Atherton has been liaising with the national GP IT lead based at Howbeck Healthcare https://www.howbeckhealthcare.co.uk/about-us/ Discussion ensued vis-à-vis patients accessing the website to make appointments and book repeat prescriptions. It was discussed that there is a phone APP also available. Most PPG members were not aware of this so secretary offered to download the APP and inform the members of this. | ALL PPG Secretary |
| 10 | AOB | |
| 10.1 | Online Consultations | |

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| | Lynn has been invited to sit on a NHS England Strategy Board to look at the project of Online Consultations (instead of visiting a GP). She will update the PPG of the progress of this. Dr Atherton stated that Balance Street would be piloting this at Balance Street – implications are that more receptions are required to facilitate the project. More information will be available at the next meeting. | |
| 10.2 | GPs Dr Atherton informed the group that Dr Seddon had resigned and would be leaving the practice at the end of November. | |
| 10.3 | Surgery Notice Board Topics Gill advised the group of recent topics and forthcoming topics: Sept: Flu and Ovarian Cancer Oct: Flu and Medic Alert Nov: Migraine and Psoriasis Dec: Alzheimer's and Mouth Cancer Jan: Alcohol Awareness – 'Dry January' - Gill asked that the surgery print the resources for this and Winter/Public Health – How are you? Feb: Eating Disorders and British Heart Foundation Mar: Marie Curie | Claire |
| 10.4 | Cancer Support Group Lynn and Michelle Vodden – Uttoxeter Cares are setting up a cancer support group. Lynn to provide further information later. | |
| 10.5 | Speaker Donna Hames from Carisma Wills asked if she could make a presentation to the PPG on Wills and Lasting Power of Attorney. PPG agreed to this. As there is the AGM in January Donna will be invited to the March meeting. | Secretary |
| 11 | Date and Time of Next Meetings Monday, 14 January 2019 at 6pm AGM and Meeting Monday, 11 March 2019 at 6pm Speaker: Donna Hames Balance Street Board Room, Floor 3 | ALL |