

WATERHOUSES MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP

Minutes of the PPG Meeting held on Wednesday, 15th October 2014

1) Introductions by the Chair, Mr Wyn Reilly

2) Welcome to: our speaker today, June Handy (Research Facilitator) from the Research Study Programme and Keele University.

Present: PPG Members – Mr Wyn Reilly (Chair), Mrs JB, Mrs JD, Mrs AH, Mrs MH, Mrs BJ, Mrs SN and Mr MR and a warm welcome to new members – Mrs YP, Mrs CH, Mrs SC and Mrs JR.

Practice Staff – Mrs Kate Robotham (Practice Manager), Michelle Wilton (Secretary)
Speaker – Mrs Lisa Burrows from North Staffs Carers Association

3) Apologies: Dr Tiguti and Dr Ferguson

4) Minutes of the last Meeting: Kate briefly went through the last minutes and it was agreed that these were a true record of the last meeting.

5) Matters arising:

- a) There was nothing to report by PPG members from the patient population.
- b) Update on appointments and waiting times – Kate said this was still being monitored and that we are now advertising the fact of '1 issue, 1 appointment' and notices will be displayed accordingly. Obviously, it is also at the discretion of the consulting GP as to how long the consultation lasts and that 10mins slots is the general guide as per UK National Standards. Double appointments can always be offered where appropriate. It was however mentioned by one PPG member that patients in general would rather wait a little longer in the waiting room, knowing that they are not being 'rushed' and are going to have a thorough consultation with their GP. It was mentioned by one member whether an 'open surgery' could be considered? Kate replied that this could be revisited at some point and will keep in mind.
- c) Update on Hearing Aid provision – Michelle reported that this was still in 'consultation process' and confirmed that following enquiries through PALS, patient feedback would still be accepted.
- d) Due to work commitments and cover for staff members, Michelle has still not been able to produce a Practice Newsletter but is hoping to start on the new edition in the next few weeks – *will work on the Spring Edition over the next few weeks!*
- e) ST2 Student Doctor (Dr Will Edwards) – will be starting in February 2015. Kate was sure he would be given a warm welcome and that it would be lovely to have another Clinician with us again. He's due to come in and look around shortly. Surgery times and Clinic Rooms to be arranged in due course. Action KR/MDW

6) June Handy, Research Facilitator from the Research Study Programme and Keele University

- a) June introduced herself and explained in brief what the Research Study Programme was. Main role is involvement with GP surgeries for research study purposes; 2 main types of studies which are Observational Studies and Clinical Trials. Observational include things like a cohort of patients with diabetes and to put in place a follow-up over a 5year period. Clinical is for treatments and testing and to look at comparing services such as physiotherapy and acupuncture. Waterhouses Medical Practice has always been very active in research studies – we have had involvement in 15 studies since 2009.

- b) It was explained how information was gathered; Clinical agreement is required for Practice population involvement. Notification of Government procedures – Keele do all the checks and assess and then contact the Practice with details of the study. If it is deemed appropriate by the Practice and there are sufficient patients and capacity, the Study Team will take over and agreement to contact those patients relevant. Patients would always need to give their consent for involvement in any study. Findings of studies are then written up and produced as an Article for a Medical Journal. All findings of studies and the relevant Article should come to the Practice.
- c) Studies performed recently have been the UKAGS (UK Aneurysm Growth Study) which include the Abdominal Aortic Aneurysm (AAA) Screening Programme which we've been involved in at the Practice. We have always had a good uptake of men aged 65 and over for this service provided by the AAA Screening Team. We can also identify patients when they are seen by the GP as we can 'flag up' all those patients with a certain condition which is relevant to a particular current study. This would pop us a reminder for the GP to ask if the patient if they would like to be 'invited to take part in a Research Study'; the last one active was for those patients with Polymalgia.
- d) A lot of work is done by the research network and the Practice is very aware of patient's needs and vet the list very closely. There are general information leaflets available 'Taking Park in Research' and 'Use of your Medical Records in Research'.
- e) June handed out the latest 'Primary Care Summer Update' which gave details of the Community Pharmacy project. June was thanked for her time and very informative talk on Keele's Research Programme.

7) Any other Business:

- a) Friends & Family Test (FFT) – Kate mentioned this new NHS questionnaire which is based on one simple question – "*how likely are you to recommend our service to friends and family if they needed similar care or treatment?*" She thought that we could incorporate this with the next PPG Questionnaire? (last done in March 2014). It was agreed that the reply card for comments and views from patients be used rather than the need of doing another Questionnaire.
- b) More PPG Member input at meetings? – Wyn reminded all present that this was the Patient's Group and therefore, more ideas and thoughts were welcomed from members. He also suggested that we meet once a quarter and to perhaps split the meetings so that Speakers could come and have more dedicated time and be advertised as such and the meetings be held purely for PPG matters. What did members feel about this? This was agreed and would be nice not to feel rushed and more polite on those speakers who had travelled a distance. Action - Michelle

8) Date and Time of Next Meeting:

Wed, 21st January 2015 Elizabeth Jarrett (Community Engagement Lead for North Staffordshire) from Healthwatch Staffordshire (formerly LINk)

PPG Members who are happy to be contacted

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