

Waterhouses Medical Practice (1)

Patient Participation Group (PPG)

**Minutes**

**of Meeting held on Wednesday, 17th May 2017 at The Surgery, Waterhouses**

**Present:** Rachel Overton (Chair), Kate Robotham (Practice Manager), Mrs JB (Secretary), Mr MR, Mrs YG, Miss CH, Mr MB

**Welcome** – Rachel welcomed everyone to the meeting

**Apologies** – Mrs YP, Mrs AH, Mrs MH,

**Minutes of the last Meeting** – were read through and accepted as a true record.

**Matters Arising:-**

a) Update on the Practice

Staffing – KR was pleased to report that the Practice had a new Practice Nurse, Trish Webb, starting late May who will replace Liz Fox. Also a new Administrator will be starting beginning of June to replace Izzy Tee who is moving area.

CQC Inspection visit was undertaken on 19<sup>th</sup> April. The draft report had been received which rated the Practice as Good. The Practice was extremely pleased with the report as a whole as it showed that we provided a caring and responsive service and that we treated our patients with kindness and respect and work hard to meet the needs of our local population. There were a few issues which the Practice resolved immediately. Once the final report has been received it will be available on the website and a hard copy in the waiting room.

b) Best PPG Practice Meeting (26<sup>th</sup> April 2017 at the Bridge Centre, Birches Head)  
Attended by Rachel and Julie

**Typical Roles of PPG's**

Various topics were brought up including the following:- Starting Health Walks, Encouraging Blood Donations, Car Parking, Appointments, Mental Health, End of Life Care.

**Speakers included:-**

Alison Bradley (Clinical Chair of our CCG, Werrington GP)

Alison stated that times had changed and that every patient now visits their doctor 6 times per year which was twice as much as they had 10 years ago. One of the reasons for this was the population getting older. She also informed us of what was happening locally. A five year programme was to be put into place. This was the idea of a Multispeciality Community Provider model in Staffordshire where practices worked together in a locality hub of about 20 to 30,000 patients. This would include wrap around patient care including consultants and social workers, acute care and voluntary sector care etc.

This will mean the following for us:-

**Social Prescribing** – This was talked about by Mr Peter Chell

Mr Chell told us about a Voluntary and Community Sector Hub which was started two years ago in Rotherham which provides social, emotional or practical support by accessing

voluntary services. The service builds patient self esteem and determination to control their own lives. The service also helps with loneliness, depression, bereavement etc.

**Other items bought up were:-**

Facebook for PPG's – The positive sides of Facebook are;

- 1) Facebook could encourage younger members/different social groups
- 2) Can be closed for specialised patients such as MS/stroke patients
- 3) Enable practices to get information out to patients eg flu jabs /signposting/networking with other PPG's

The negative sides of Facebook are;

- 1) Training is needed
- 2) Confidentiality issues
- 3) Misuse

Other items which were discussed were Triple A screening for men over the age of 65 – This is already done by Waterhouses Practice.

MAP Community Services – This can be signposted by GP's. Patients need to be educated regarding new care navigation

Links with Locality Action Partners eg Councillors, charities such as North Staffs Carers.

- c) PPG Week (19<sup>th</sup> – 24<sup>th</sup> June 2017) – Ideas put forward were; advertising the new email address of the PPG, Highlighting of the North Staffs Wellbeing Clinic, Signposting.
- d) Confidentially Agreement Forms – These are in the process of being updated.
- e) Telephone Contact with David Stone (Chairman of Waterhouses Parish Council) regarding;

To see if the Recreation Ground Car park could still be used for patients and staff of the Surgery, as car parking is an ongoing problem, and

To see if a member of the Parish Council, who was also a patient at the Surgery, could attend the PPG meetings, as this would cement the relationship between the two.

The answers were as follows:- With regards to the car park, the answer is still that the Surgery, both patients and staff can use the Recreation Ground Car Park because as far as he was aware the offer had already been made by the Council when building work had commenced on the Surgery and this was still the case and on the second point, Mr Stone would be attending a meeting on Tuesday, 16<sup>th</sup> May 2017 where he would put our request forward.

Date of Next Meeting: 12<sup>th</sup> July 2017