

**WATERHOUSES MEDICAL PRACTICE**  
**PATIENT PARTICIPATION GROUP**

**Minutes of the PPG Meeting held on Wednesday, 2<sup>nd</sup> April 2014**

- 1) Welcome and Introductions** – to today's Speaker, Mrs Helen Smith, Clinical Manager from Staffordshire Doctor's Urgent Care (SDUC) and NHS '111' and colleague and to new member, Mrs RO. A warm welcome to you all.

PPG Members – Mrs JB, Mrs AH, Mr WR, Mr MR and new member, Mrs RO

Practice Staff – Michelle Wilton (PPG Secretary)

Speaker – Mrs Helen Smith from Staffordshire Doctors Urgent Care (SDUC)

Clare Cooper from the Community Minibus Committee

- 2) Apologies:** Kate Robotham, Mrs BJ, Mrs SN and Mr IW
- 3) Minutes of the last Meeting:** Michelle went through the minutes and it was agreed that these were a true record of the last meeting.
- 4) Presentation from Staffordshire Doctors Urgent Care (SDUC) and NHS '111'** – Mrs Helen Smith gave a most informative and interesting update on this service and the out-of hours facility operating in our area. SDUC have run the GP out-of hours contract for approx 1 year now and more recently taken over the NHS 111 service. As with all new schemes and providers, they have had their share of 'teething problem' but now matured into a valuable service. They have to report to the Clinical Commissioning Group (CCG) every month with a breakdown of all contacts whether it be telephone calls/Centre Visits/Home visits and how many were referred to 999/Emergencies. Patient feedback has been positive – all anonymous but what few complaints there had been, they were all acted on quickly and an action plan created to rectify. This service takes over the role of the old NHS Direct. They can also offer a 'Directory of Services' with all contact numbers of local Dentists, Chiropodists, Pharmacies and Opticians. She handed out information leaflets but to summarise, here are a few important details to remember:
- a) SDUC is open 7 days a week, 13:00 to 08:00 and all day Saturday, Sunday and Bank Holidays. Contact via your GP Practice phone number (which was confirmed will give the details for out-of hours care). You can also contact them directly on 0300 70 00 247 or via NHS '111'.
  - b) The Centre is based at Staffordshire House (off the Michelin roundabout on the A500 Queensway in Stoke) but also have a facility at Leek Moorlands Hospital next to Minor Injuries.
  - c) On receiving your Call – they have exactly the same computer operating system as the 999 Control Centre uses – whereby your call will be assessed (triaged) and you will be advised accordingly. Mr WR asked as to what level the call-takers are trained? Helen replied that they receive exactly the same training as 999 call-takers but remember they also have to hand a Nurse or GP as back-up for more complex calls.
  - d) What they Do – Telephone advice from a Nurse/Doctor. See poorly patients quickly within 2 or 4 hours at either the Centre or at home. Report back to your own GP. They liaise closely with the District Nursing and Palliative Care teams.
  - e) What they Don't Do – Repeat Prescriptions, X-Rays, Routine screening including blood tests, cervical smears etc, Change Dressings or remove sutures/clips. It's not a 'Walk-in Centre'.
  - f) Facts and Figures – 41,228 patient contacts since 1.4.13 for North Staffs alone; 2779 Centre appointments offered; 793 home visits; 2282 telephone advice. What few complaints have been received have been regarding wait times and some services offered. All the GPs are local and they are all regularly audited to meet the required standards.

Open to questions? Mr WR asked for a brief outline as to what should he do in a particular situation and unsure whether to ring NHS '111' or 999? This was explained and if in any doubt – to ring 999 anyway. Mrs JB thought the Service needed to raise more awareness as people are wary of calling NHS '111' after the bad press initially received. Also that a large section of people are so used to only calling 999 and then only in an extreme emergency, and would 'worry' about calling NHS '111' as to whether this was appropriate? Michelle agreed to put a feature in the forthcoming Spring Newsletter and the service is well displayed at the Surgery.

## 5) **Matters Arising:**

- a) PPG Patient Survey – Michelle explained that we had obtained approval from Mrs SN (fellow PPG member) to go ahead with the questionnaire due to the deadline needing to be met for DES purposes. All members present were happy with this and Michelle briefly outlined the findings. We had really good feedback. Summaries were handed out; a detailed breakdown will be issued in due course.
- b) Specialist Diabetic Nurse – Michelle confirmed that she will be visiting the Surgery over the next few weeks in order to compile a list of 'poorly-controlled' diabetics. Once that has been compiled, she will make her own appointments to see them here at the Surgery.
- c) HSCIC – The extraction of GP data to the Health & Social Care Information Centre; the deadline has been extended to the Autumn (if this goes ahead at all).
- d) Telephone Numbers of PPG Members willing to be contacted – PPG members who kindly agreed to have their telephone numbers displayed in order to be contacted were still happy to do so. There has been no contact from patients to those PPG members present. *(Telephone numbers once again listed at the bottom of these Minutes)*

## 6) **Any Other Business:**

- a) New PPG Chairperson – Mr Wyn Reilly kindly agreed to be our new PPG Chair, taking over this role from Kate Robotham, Practice Manager. A meeting will be arranged with Kate and Michelle to discuss the role etc. Thank you Wyn.
- b) Spring Newsletter – Michelle is hoping to start on this very soon which will include a breakdown on the results from the recent PPG Patient Survey, a feature on the new SDUC out of hours and NHS '111' as discussed today, and an update on the Community Minibus and Car-share scheme.
- c) Community Minibus and Car-share Scheme – Clare Cooper, Secretary reminded those present about the services of the minibus and car-share scheme.
- d) Hospital follow-up appointments – Wyn queried that the appt system at Derby seems be 'falling down a bit'. In the past, follow-up appts had been given for say, 3 or 6 months on but now being told that they will 'write in due course' with an appt. This makes things difficult for future planning, holidays etc. Mr MR also had had the same problems with his appts, whereby he hadn't received a follow-up through the post and then had completely 'slipped through the net' and not being recalled and needed the referral process again! Mrs JB also had had problems. Michelle to pass these comments to Kate Robotham to review.
- e) Other PPG contact – it was requested if we could attend another successful local PPG meeting or have a representative from one come here to see how we compare? Michelle said she would look into this and suggested Tean Surgery?
- f) A Social Evening – Michelle hadn't forgotten about and will raise at next meeting.

## 7) **Date and time of next Meeting**

**Wed, 16<sup>th</sup> July 2014** Lisa Burrows from **North Staffs Carers Association**  
**Wed, 15<sup>th</sup> October 2014** **Keele University** – Polymyalgia Research Programme  
**Wed, 21<sup>st</sup> January 2015**

## **PPG Members who are happy to be contacted**

**Mr Wyn Reilly** Tel: **01335 324127** **Mrs Annis Hall** Tel: **01538 309922**  
**Mrs Bridget Johnson** Tel: **01538 266373** **Mr Malcolm Robinson** Tel: **01538 304322**