**RED LION PRACTICE PATIENT PARTICIPATION GROUP (PPG)**

**Meeting on Tuesday 21 January 2020**

***M I N U T E S***

**Present: T Woodham S Wright J Lycett J Baldwin (Chair)**

**R Gardner M Harvey L Saxon**

**Apologies: Dr T Berriman**

New member Louise Saxon was warmly welcomed to the group by the Chair.

1. **Minutes of Previous Meeting:**

Accepted as being an accurate record.

**2 Matters Arising:**

None.

**3 Practice Update:**

***New Premises -***the search continued despite the continued lack of funding. The Chadsmoor new build was still to go ahead.

***Complaints/Compliments:*** *-* no written complaints received. No knowledge of any verbal complaints but they would have been resolved at the time.

The January date for a ***final*** ***decision regarding acceptance of the post* offered** to Dr C had been extended until 28 February as he was out of the country A lady GP was to undertake three sessions per week in February.

New **receptionists had commenced** and were to receive training in care pathways and customer care, including an appropriate telephone manner.

**4 Hospital Services Update:**

***Patient Stories -*** an already opened pack ofprescribed drugs with a shortage in content had inadvertently been issued by an unnamed local pharmacy. The pack was the one used by the pharmacy themselves when varying amounts if the medication had been prescribed.

Provision of***Audiology*** services in Cannock had been considerably reduced, with some services in the hospital withdrawn, particularly for hearing aid users, although a limited postal service was offered by West Park Hospital. Audiology staff themselves had been found to be unsure what services were available where.

The lack of service in Cannock had been recognised and was to be discussed at the next CCG meeting.

**5 Associated Meetings’ Feedback:**

Received only very recently and about to be circulated.

**6 Dementia Friendly Communities:**

A surgery action plan completed over a year ago had indicated three actions the surgery would carry out to keep its Dementia Friendly status.

The Dementia Friendly Community website had been updated, and the action plan needed to be updated regularly but due to the change of staff there was no access to the current action plan. It was thought that a new plan would probably have to be submitted for the pracfice to have continued dementia friendly status.

It was suggested that the surgery’s play area might also be used as a quiet area. The practice manager was to take this for further discussion with the GPs. **RG**

**7 Any Other Business:**

**A *conference telephone call*** with 20 set questions**,** between ***the CQC*,** Dr Berriman and the practice manager was to take place on 3 Feb. As the practice had a ‘Good’ rating a visit was not required.

Discussion followed on ***Care Navigation*** and ***Social Prescribing*** aimed at encouraging a healthy lifestyle for patients without clinical needs. Information was being gathered for patients on how to access organisations to enable self-management of lifestyle, to combat loneliness for example. Cannock Leisure Centre had excellent exercise facilities and offered an additional smaller gym with a separate entrance for users lacking confidence.

*T*he ***omission from the Practice website*** of the ***existing PPG****, the setting up of a* ***virtual PPG*** and ***clarification of the Practice’s expectations of both groups*** were to have been raised with Dr Free but was still outstanding. This was to be actioned and included on the agenda for the March meeting. **RG**

**8 Dates for Meetings in 2020:**

**10 Mar 12 May 14 Jul 8 Sep 10 Nov - all 2nd Tues**