

Wolverhampton Road Surgery

Patient Participation Group

Minutes of Meeting 16th September 2015

Members Present: V D'Arcy (VDa), N Dagg (ND), P Meredith (PTM), H Tilstone (HT), Gerry Robinson (GR), S Nicolson (SN), M Creek (MK), R Marsden (RM), J Durkin (JD)

1. **Apologies:** C Jones, J , Jones, J Eaves,

2. **Notes/Action from Previous Meeting:**

(i) Voluntary Meet and Greet PPG Member. Members are welcome to come along and work within the practice on an ah-hoc basis (eg flu clinics). MK will come along to the flu clinics to try to canvass new members (try to recruit harder to reach groups such as young mums etc). JR will be contact for the PPG and the practice will advertise for new members on the web site and in reception. JR's contact details will be provided (JR gave consent). **(Action VDa)**.

(ii) Pharmacy Collection Drivers. Need to manage closely. Drivers are asking the staff to check if a prescription has gone electronically. This takes up valuable time for the front of house team. The PPG agree that this is using valuable time for staff. An audit to be undertaken by ND to evaluate. **(Action ND)**.

(iii) Ordering Prescriptions. A note to be added to new patient packs to promote the use of electronic ordering of prescriptions. **(Action VDa)**.

(iv) Staff Uniforms. The majority of the PPG approve of the change to teal uniforms.

(v) Text Reminder Service. The practice had some problems with NHS and the provision of the texting service. Now is running for reminders. There are still some issues and we need to check that confirmation and reminder texts are being sent. **(ND to action)**.

(vi) Books. The sharing books are now in the front foyer.

3. **SaS PPG Meeting.** MK gave an update and resume of the CCG meeting. All members are invited to the CCG AGM on 22/9/15 at 6.30pm at Beacon International Centre.

Haematology Consultation. MK to share the consultation document with all PPG members. **(MK to action)**.

Other topics discussed: Winter Campaigns, PPG contact details and all agreed that the CCG could have all PPG members' e mail addresses. **(MK to action)**.

The PPG discussed patient journeys to local hospitals and noted different options available. VDa to share patient choices in the next newsletter. **(VDa to action)**.

CCG spending priorities discussed and all members asked to feedback through GR/MK.

4. **Flu season.** All PPG to promote all friends and family that are eligible to have their flu vaccination at the practice.

5. **Improving Practice Questionnaire.** The practice is undergoing the patient survey. The PPG support the practice to take on board patients' views to help to formulate the practice development plan.

6. **PTM gave a presentation on the Prime Ministers Challenge Fund.**

7. GR noted that he was very encouraged by the way that the practice is performing.

8. MK queried the local direction for hearing aids and AQP providers. PTM detailed what Northstaffs CCG is doing but couldn't confirm what the local CCG will do.

9. MK queried the Dementia Service. PTM explained that the Memory Service hasn't been replicated as intended as the Gnosall Model and that St George's consultants are not seeing as many patients as was first intended. MK to raise at the CCG AGM.

Date of next Meeting: Wednesday 9th December 2015 2.00pm