

**WOLVERHAMPTON ROAD SURGERY
MINUTES OF THE MEETING OF THE PATIENT PARTICIPATION GROUP
HELD ON WEDNESDAY 9TH MARCH 2016**

Present: Val D’Arcy, Paul Meredith, David Andrews, Michael Creek, Jimmy Durkin, John Eaves, Colin Jones, Janet Jones (part attendance), Rita Marsden, Sonia Nicholls, Gerry Robinson, Hilary Tilstone, Sheena Halberda minute taker

Apologies Sharon Evans and Janet Jones (Part attended)

Val welcomed all members to the meeting.

Notes from the previous meeting were accepted.

Matters Arising:

Flu vaccinations: there are still a few vaccines available. There has been a recent rise in the number of flu cases so if you know of anyone who has not had the flu and are eligible please inform them they can still have the jab.

ENT: We no longer operate the ENT service. This is now being operated by Concordia. There have been problems with patients getting through to them. Dr Raza is seeing patients here at the surgery but all admin work will be undertaken by Concordia.

Out of Hours: There is a service which is running from Stafford Health and Wellbeing Centre on the Stone Road which offers 40 routine appointments on a Saturday. This service is staffed by local doctors, Dr Fletcher included.

Extended Hours: We are opening every other Saturday Morning when we will have a doctor available. However it is not a drop in service and appointments must be booked during the previous week.

Health Visitors: There has been a review of the Health Visiting Service. This has now been organised into areas and the Health Visitors are moving. Child Drop in clinics will operate from various community hubs from 12th April 2016 and a list will be provided by the Health Visitors on request.

Staff Changes: Becky our Diabetic Nurse Specialist has left. Jay Godwin has Joined us. She is a fully qualified A&E and Paediatric nurse and is at present doing her practice nurse training. Andrea is going to be trained up to do the diabetic service. At the moment Dr Albright will be doing the diabetic clinics. Sarah O’Brien, receptionist, has left and is replaced by Bianca Summers. Our data quality officer Carole Braddock has left taking early retirement and Sarah Bathew has been appointed to the role.

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Mr Creek was unable to give his feedback re Stafford and Surrounds District Meeting as we do not have Wi-Fi. However he gave a brief outline of matters discussed and will email any member of the group wanting more information.

Paul gave a V-Doc presentation. This is a nursing home pilot scheme where the doctor will be able, via a two way webcam and ipad through secure skype, carry out a virtual consultation. This will enable weekly ward updates on patients.

Any Other Business:

The practice is having a new telephone system. The new answerphone will offer the following options:-

- Option 1 Cancel Appointments
- Option 2 Book Appointment and Home Visit Requests
- Option 3 Test Results – available after 12 noon each day
- Option 4 General Enquiries and Prescription Enquiries
- Option 4 Medical Secretaries – referrals and secretarial matters

Practice Newsletter: Val will liaise with Mr Jones re items for the practice newsletter. If anyone has anything they would like to contribute to the newsletter please let Val know.

We are a training practice for medical students. This is in conjunction with Keele University. We shall be reorganising the practice to accommodate a training suite. Dr Byrareddy is training lead.

Shingles injections are available for 70 and 71year old and 78 and 79 year old patients.

Paul would like a who's who board in reception so patients know who staff members are. Hilary is happy to take the photographs with the help of Michael to facilitate this.

Date of next meeting is 25th May 2016.