**WOLSTANTON MEDICAL CENTRE PATIENT PARTICIPATION GROUP**

**Meeting Tuesday 22nd August 2017, 6pm, Bradwell Lodge, Porthill**

**PRESENT**

John Maddison (Chair), Janet Wright (Minutes), Mike Turner, Sandy Turner, Lynne Cooper, Margaret Wilcox, John Cooper

1. **APOLOGIES**

Caroline Gray

1. **MINUTES OF THE LAST MEETING - TUESDAY 25th JULY 2017**

Correction needed, Sandy Turner did attend the last meeting.

1. **ACTION POINTS AND MATTERS ARISING**

* The PPG is awaiting details of when it is required to attend the surgery to assist in obtaining patients’ contact information – Lynne to report back.
* Sample letters developed by the practice had been reviewed by the PPG, and Sandy and others recommended that the information concerning glucose and cholesterol should be simplified as it could be confusing.
* John commented on his experience regarding a surgery request to replace his asthma medication and the fact that the suggested inhaler would actually be more expensive without offering any fundamental clinical benefit. The CCG pharmacist providing the information said he would report this back to the practice/CCG and Lynne was requested to check whether this had happened.
* Dr Ralphs had expressed concern about the surgery’s IPSOS MORI survey results – the practice has 11,200 patients but the survey was based on 119 returns. In-house surveys use 50 questionnaires per GP and this would provide a more accurate picture. Sandy informed the meeting that Patient Congress desired that another question added to any surveys regarding the opening hours the patients wanted for the practice. This question will be included in the survey and John will contact Colin regarding the setting up of a fresh survey.

1. **CORRESPONDENCE RECEIVED AND ANY RESULTING ACTIONS**

* The next Locality meeting will be on Tuesday 12 September at 5:30pm in the Community Room, Newcastle Fire Station (John and Mike are due to attend). John has notes from 13 June regarding an event to promote ‘GP on line’ to teach students how to log onto the system. Practice Managers will be contacted regarding this. It is hoped many patients will be signed up and Admin and PPGs can help with things such as medicines waste management and dementia friendly areas.
* The practice has signed up a lot of people to use the online service and NHS England wants to use WMC as an example because of this. This information can also go into the newsletter.
* The locality is talking about merging North Staffs, Newcastle Central to become bigger groups of practices, this is not being implemented yet.

1. **UPDATE FROM THE PRACTICE**

* Lynne informed the group that a new salaried GP is starting very soon, Dr Davey. One GP has left because of maternity leave and Dr Burton is also going on maternity leave in October.
* Dr Yard is a GP registrar and is coming to stay when the training is finished in January 2018, this will help backfill as Dr Mark Shapley is reducing his work and will be working on Wednesdays and Thursdays from October 2017.
* Dr Pritchard is now doing two full days in the practice.
* By January 2018 it is hoped that that the practice will be running as they were before Dr Shapley reduced his hours. (not counting maternity leave)
* Many GPs now prefer to do around six sessions (three days) per week and few are interested in partnerships. GPs and pharmacists now favour locum work.
* Dr Michael Fisher graduated at Keele University, Lynne informed the group that he can be seen on YouTube speaking about GP practices.
* The practice now has three Advanced Nurse Practitioners who can prescribe.
* It is hoped that the planned building work in the practice will start soon. The minor op room is being split into two consulting rooms (ground floor), the Health visitor and District Nurse room is to be changed into a clinical room; the fire escape, the patient loos and the boiler house are all to be moved.
* The practice website should now be up to date and the latest news should be on there.

1. **REPORTS FROM PATIENT CONGRESS, LOCALITY GROUP ETC**

* All reports are forwarded by e-mail – please advise John of any issues.
* Sandy reported from the last Patient Congress meeting that the CCG had visited 20 District Nurse bases in the North Staffs area and Nurses all believe things have improved incredibly well. Training for Care Navigators (receptionists) is starting on 12th September 2017, and refresher training is also being provided. Lynne advised us that the practice already has receptionists signposting patients to the relevant medical practitioners. Some practice receptionists will be undertaking refresher training.
* Sandy also informed us that the CCG is issuing cards from early September to all GP practices regarding antibiotics and why they may not be prescribed.

NHS England has a consultation web site identifying items which should not be routinely prescribed, e.g. paracetamol, homeopathy, gluten free and lots more.

1. **NEWSLETTER**

* Mike is working on the latest newsletter which will be ready for publication at end September. Dr Ralphs had said he was going to prepare something which gave information on the staff in the practice, names of all the GPs, specialities and so on. Lynne is going to speak with Dr Ralphs about this and hopefully this information will be available very soon.
* Lynne advised us that this year, the CCG will be sending out letters to all patients who are eligible for flu jabs.

1. **ANY OTHER BUSINESS**

* Lynne advised us that Nurse appointments cannot be booked on-line because of the complexity of the time slots and the length of time needed for various tasks.
* John Maddison identified an issue regarding the use of the on-line appointment booking system and Lynne promised to investigate.
* He also reported on an experience with the ‘choose and book’ hospital appointment system’s reporting that no appointments were available rather than advising on the predicted delay.
* Lynne explained that the practice has no control over the choose and book system and can no longer expedite appointments.

1. **DATE AND PLACE OF NEXT MEETINGS**

* All meetings will be held at 6pm at Bradwell Lodge, Porthill
* **Thursday 14th September 2017**, Tuesday 3rd October 2017, Tuesday 7th November 2017