**Patient Participation Group Meeting (PPG)** Revised 15/11/17

**Tuesday 17 October 2017**

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| **Present:** | John Maddison  Mike Turner  Sandy Turner  Margaret Wilcox  Caroline Gray  Richard Ayling  Janet Wright  Lynne Cooper  Dr Alwyn Ralphs |
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1. Apologies: no apologies had been received
2. Minutes of the last meeting: the minutes were not available for approval.
3. Action points and matters arising

* The practice had been collecting patient details so did not need any assistance in this respect from the PPG
* Dr Ralphs explained the position regarding inhalers and that the practice did not chase the next best deal but looked for solutions which were better for patients as a whole. Patients could stay with their existing medication if they preferred rather than change to the inhalers recommended by the practice
* John confirmed that he had tried to contact Colin regarding the survey. Dr Ralphs told the meeting that the practice would prefer a simpler questionnaire with narrative from patients rather than an option to mark from good to bad. It would be more helpful to the practice if they understood patients’ understanding of such things as what the practice nurses could offer etc. Dr Ralphs to email comments to John, Sandy and Mike so that they can put another survey together

1. Correspondence:

* Passed to the group via email on an on-going basis;

1. Update from the practice

* Dr Ralphs informed the group that the practice had agreed, in principle, on a merger with Audley Health Centre. It was proposed that the merger would take place in approximately 18 months’ time.
* The proposed merger would strengthen both practices and allow them to provide more specialist services to all patients. There would be better opportunities for teaching and research and allow them to maintain independence.
* It was likely that there would be some changes but it was not envisaged that these would cause any disruption to patient care.
* Audley was a similar size practice with the same philosophy as the practice which would, in theory, allow for a smooth merger
* Sandy asked if the practice could be forced into a hub. Dr Ralphs explained that while this was a possibility the enhanced practice would give them a bigger voice and allow them to keep better control
* It is envisaged that the PPGs of each practice would join and potentially could work together more effectively
* Dr Ralphs confirmed that all the staff were happy and it was unlikely that any redundancies would be necessary.
* The merger is not a secret and Dr Ralphs and Lynne approved Sandy mentioning the merger at the Patient Congress meeting. It was not appropriate, however, to advertise the merger to patients in the newsletter which would be dealt with much nearer the merger date.
* On other matters, Dr Ralphs informed the meeting that the practice was trying to move away from face to face clinics where appropriate and they were trying to deliver results and treatment options over the phone. The receptionists were in the process of being trained to be able to more effectively direct patients to nurses if the symptoms could be dealt with by them.

1. Reports from Patients Congress and Locality Group meetings

* Sandy was attending the Patients’ Congress on Thursday this week.
* John informed the group that central support had been withdrawn from the Locality Group. The group could carry on without this support but it was more difficult as the venue wanted details of public liability insurance. Sandy agreed to check the situation and the group would try to have the need for insurance waived as had happened in respect of other similar groups.

1. Newsletter

* Mike produced a draft to show to the group.
* Mike asked if he could discuss with the practice staff specific issues which would help to demystify areas where patients had little or no knowledge.

1. Any other business

* Richard referred to the potential for “expert patient” sessions to be offered to patients where patients could provide help and guidance to patients suffering from similar problems.
* Richard asked if the surgery would consider making counsellors or experts available to deal with anxiety and mental health issues.
* Another concern raised by Richard was in relation to pollution and air quality. Richard proposed that the surgery, as research practice, applied for funding for a study to be undertaken at Keele University.
* Richard also raised the issue of parking. Lynne confirmed that staff were able to park in the Methodist Church car park with a permit. Patients could also park there as they would generally be only there for short periods of time. There were no proposals to enlarge the practice car park. Margaret said she would speak to the Working Men’s Club to see if the areas outside could be used.
* Dr Ralphs confirmed that there were proposals to change the layout of the practice and they were in the process of having building plans approved.

1. Date and place of next meeting

Next meeting: 28 November 2017 at 6 pm, the Meeting Room, Bradwell Lodge

Actions arising

* Dr Ralphs to email comments regarding the simpler questionnaire to John, Sandy and Mike so that they can put another survey together
* Sandy agreed to check the situation regarding insurance for the Locality Group meeting
* Mike to liaise with practice staff regarding specific issues which would help to demystify areas where patients had little or no knowledge
* Margaret to consult with the Working Men’s Club to see if the areas outside could be used for parking by surgery patients