

**Wolstanton Medical Centre  
Patient Participation Group**

**Monday 25th February 2019, 3:15pm**

Room 3, Bradwell Lodge, Bradwell Lane, Porthill, ST5 8PS

**Minutes**

**Present:** John Maddison (Chair, JM), John Cooper (JC), Sarah Lawton (minutes, SL) and Jo Webb (JW).

**Apologies\*:** Margaret Bowers (MB), Jacquie Byrne (JB), Lynne Cooper (LC), Caroline Gray (CG),Julie Hammersley (JH), Jane McGill (JM), Eileen Schofield (ES), Carrie Stockley (CS) and Janet Wright (JWr).

\*SL apologised for the unfortunate need to rearrange the time of the meeting. The rearrangement in time however, resulted in a large number of apologies.

1. **Minutes of the last meeting**

JWr provided email confirmation that she too was interested in the new Research PPG group, to be established, SL to note this on the minutes under section 5f.

Two typos were noted, however apart from this, the minutes of the last PPG meeting were accepted as an accurate record.

1. **Action points and matters arising**

Actions from the previous meeting:

Action 1 & 3: CS to add items to the practice display screens. JW to chase this with CS, to confirm completion.

All other actions were either complete or were to arise during the meeting.

1. **Items for discussion**
   1. PPG Terms of Reference

Not required for review until 10th September 2019.

* 1. PPG advertising

**Action 1: JW to follow-up with CS, as to whether the PPG is being advertised on the display screens.**

* 1. Patient Information

It was confirmed that the ‘Who’s who?’ had been circulated, is in New Patient Packs and was on display throughout the practice.

1. Display screen and automated check-in facilities

The position of the display screens was discussed. The group agreed that they would be better suited to being fixed on the large facing wall, as you enter the practice (with reception to your left). JW to feed this back to CS.

**Action 2: JW to feedback display screen discussion to CS.**

It was felt that check-in facilities were working well, however some patients still like to talk to and check-in with someone on reception. SL agreed to analyse the data collected for use of the automated check-in and feedback who is using the check-in.

It was reported that CS is looking at other questions to be put onto the screen.

JC noted that local health events should be displayed on the screens.

* 1. Group Practice Research delivery PPG

SL is to arrange a Research PPG, first meeting together with Kingsbridge and Audley Medical Centre PPG members.

1. **Update on Academic General Practice**

SL updated the group on the AGP progress;

* A meeting with a key funder to develop some educational/training/meeting space was promising.

1. **Update from the practice**

* Some building work is ongoing;
  + A new ECG room
  + The old Medical Records room is being turned into a study room

1. **Reports from Patients Congress and Locality Group Meetings**

The last Locality Group meeting was held on 21st February at Newcastle Fire Station. Locality hubs were discussed.

JC discussed a local health event being proposed for the summer in Newcastle. It was agreed that JC would provide updates at forthcoming meetings.

It was notes that there would be a Blood & Organ donation meeting on 18th March at the Higherland Surgery at 6pm, should anyone be interested in attending.

Vicky Warren will be providing a ‘Home First’ presentation about care in the home at the Village Surgery Wolstanton on 25th March 2019, 6pm, should anyone wish to attend.

Next locality meeting is on 23rd May, all welcome.

1. **PPG Newsletter**

Winter Newsletter content was agreed, for printing. Newsletter would be available in the practice by the end of the week. SL to draft a Spring newsletter for next time.

**Action 3: SL to draft a Spring Newsletter.**

1. **Any Other Business**

SL reported that a PPG member wanted to leave the group. SL had queried whether the Patient info emails being circulated were of interest or were ‘clogging’ up inboxes. The findings were that for some, the info emails can be overwhelming and members did not know what to do with the information. SL suggested that from now on, any general information emails circulated would have a note to provide an option to opt out of receiving them.

1. **Date, time and location of next meeting**

Monday 8th April 2019, 6pm, Room 3, Bradwell Lodge.