



## biddulphdoctors Patient Participation Group

Minutes from Meeting held Online  
on  
**Wednesday 18<sup>th</sup> Aug 2021**

<b>Present:</b>	Jo Lawson	JL	
	Sue Ashman	SA	
	Andrea Hampton	AH	
	Peter Price	PP	
	Oliver McGuinness	OM	
<b>Apologies:</b>	Joyce Tagell	JT	
	Susan Findlow	SF	
	Ann Lally	AL	
	Betty Carter	BC	
	Melanie Smith	MS	
	Ann Byrne	AB	
	Carole Goodwin	CG	

Agenda Item		Action	Time scale
<b>1</b>	Everyone was able to sign in except OM.		
<b>2 / 2.1</b>	Apologies were recorded as above. JL has obtained permission to put a medication packing recycling bin in the entrance to the Health Centre. No one has responded from Biddulph Valley with regards to the status of their PPG. PP to follow up. JL informed the meeting that the Social Prescribers are aware of the U3A and what it has to offer. PP to send updated version of the Constitution to JL.	PP  PP	ASAP  ASAP
<b>3</b>	JL gave a Practice update:- There are still considerable problems with the phone lines. The demand has increased with lots of patients now coming forward and the receptionists are struggling to cope under increasing abuse and demands. This is not just a problem in Biddulph but Nationwide.		

	<p>SA suggested that the initial message should be recorded by Dr Turner or one of the other Doctors in an effort to give it more status. JL to ask Dr Soma.</p> <p>People with specific complaints should be asked to email the Practice.</p> <p>JL to look at Conflict training and further care navigation training within the Practice.</p> <p>There are more pre-bookable appointments online, but they soon go.</p> <p>There was discussion about ideas to assist possible solutions included:</p> <p>Practice Newsletter, video to go on facebook to highlight the difficulties, using Go Local and Biddulph Times to publicise the difficulties. PP to liaise with JL with regards the Newsletter.</p> <p>There is a national shortage of blood test bottles, and this will impact non urgent blood tests.</p> <p>The Patient Survey Results have been received and will be discussed at the next meeting.</p> <p>Invitations for Flu Jabs are about to be sent out and volunteers have been asked for to carry out weight and blood pressure tests on those days. (Training will be given.)</p> <p>Booster Covid Jabs can not be given at the same time as Flu Jabs.</p> <p>A new GP has been appointed for six sessions.</p> <p>We have a new prospective member, Diana Oliver. PP to make contact.</p> <p>A new replacement Secretary has been appointed and started work.</p>	JL	ASAP
		PP/JL	ASAP
		PP	ASAP
4	PP reported back on the last Locality Meeting, the minutes to which are attached to accompanying email for you to read		
5	SA & SF are still regularly visiting The Community Voice Meetings but there was nothing to report till after the next meeting.		
6	<p><b><u>Any other business</u></b></p> <p>A further discussion about the timing of our meetings took place. A possible solution is to alternate the start time, maybe using an early evening time.</p>		
7	Date of the next meeting is <b>20th Oct 2021 at 9.00am</b>		