



biddulphdoctors Patient Participation Group

Minutes from Meeting held Online
on
Wednesday 21st April 2021

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

Agenda Item		Action	Time scale
1	Everyone was able to sign in except OM. Everyone was asked to switch off their microphones unless speaking in order to help the meeting move smoothly.	PP to contact OM to update	
2 / 2.1	Apologies were recorded as above. Our two new members introduced themselves and are looking forward to being members of the group. Welcome to both.		
3	JL gave a Practice update:- Doctor Bailey has retired but still working as a locum at the moment. Vaccinations are down to the 45+ for first jabs and obviously continuation of second jabs. A new clinic at Blurton has opened to accommodate second jabs for those that can get there. Reception is facing a big spike in calls some of which are abusive and some that are not necessary. This is a nationwide problem at		

	<p>the moment. LB informed the meeting of some of the problems that were occurring. JL also said that complaints have increased, which again takes her time and diverts her attention from her other work. LB to draw up a list of problems to see if we can run some sort of information campaign to encourage people to be more considerate</p>	LB	ASAP
4	<p>PP reported back on the last Locality Meeting:- Simon Whitehouse Chief Executive Integrated Care System Staffordshire & Stoke-on-Trent gave a presentation. Two new Clinicians i.e. two Occupational Therapists and a Dietician were introduced and gave presentations. A report on the PCN Board meeting was given. There was an update on the Vaccination Programme. In a discussion on the planned NHS Reorganisation it was decided to set up a working party to look into protecting the Patient Voice in the new organisation.(AH is our rep on the group) Individual Practices reported to the meeting about their own PPGs. (I believe I have circulated the notes for the meeting. Let me know if you did not get them.) I will circulate the notes for the Patient Voice working party.</p>	PP	
5	<p>There was discussion about the access to biddulphdoctors during the covid crisis:- As previously stated there is a big spike in demand at the moment and JL informed the meeting that the practice was looking for ways to address this including employing extra Locums. The practice has very little control over the telephone system. It was suggested that it would be better to be placed in a continuous cue i.e. you are number 12 in the cue rather than being in batches of ten then having to keep redialling. Would it be possible to have set times for phoning about specific issues. 11.00am test results, 12.00 covid questions etc. There was confusion between patients of the two Practices because of slightly different work practises and in some cases because some Patients didn't realise there are two Doctors Practices in Biddulph!</p>		
6 AOB	<p>AGM Officers will be elected at the next meeting. Request for nominations will be sent out before the next meeting and will need to be returned by the 1st June. Any members not able to use email will be sent a postal vote. Locality JL asked whether it was possible to get more support for Biddulph at the Locality Meetings. It would help if Biddulph Valley had reps at the meeting. JL to ask as to the present situation with their PPG. JL is to update the Constitution, Terms of Reference and Code of</p>	JL	

	Conduct in a welcome pack for the new members.	JL	
7	Date of the next meeting is 23rd June 2021 at <u>9.00am</u>		