



## biddulphdoctors Patient Participation Group

Minutes from Meeting held in biddulphdoctors Health Centre  
on  
**Wednesday 23rd Aug 2023 at 10.30**

<b>Present:</b>	Jo Lawson	JL	
	Peter Price	PP	
	Susan Findlow	SF	
	Ann Lally	AL	
	Becky Knowles	RK	
	Carole Goodwin	CG	
	Oliver McGuinnes	OM	
<b>Apologies:</b>	Sue Ashman Melanie Smith Carole Goodwin		

Agenda Item		Action	Time scale
<b>1</b>	Safety		
<b>2 / 2.1</b>	Matters Arising (14 <sup>th</sup> Jun) The new PPG banner was on display. The Patient Care Coordinator banner was on display in the surgery. There had been no new research projects to look at.		
<b>3</b>	A new salaried GP for six sessions has been appointed. It represents some extra capacity and to allow two GPs to reduce their hours. The Practice is also recruiting for two admin staff. A new telephone system is to be installed and should be live on 12 September. It has many advantages but is complex and has required extra training. It should help direct calls more quickly, has ring back, and allows the Care coordinators to see who is calling, plus much more! There will be teething problems but it's proposed to carry out a survey after its been running for an initial period. JL informed the meeting that she had drawn up the 3 Letters to be used for DNAs who repeat 3 times in a 12 month period. (The		

	<p>3<sup>rd</sup> one confirming the person will be struck off the Practice List.)  Two Flu only vaccination Clinics have been arranged for 21<sup>st</sup>, and 28<sup>th</sup> September. Covid and Flu Combined Vaccinations will begin in October.  Volunteers are required if any are free on those dates.  It is proposed to update the PPG Leaflet and distribute them at the Flu and Covid Clinics. PP to draw up initial ideas and LH spin her magic on the presentation!</p>	PP	
4	<p>Locality Meeting. PP has circulated the minutes of the meeting. PP highlighted the case of an 84 year who had been sent all around the County for her treatment with little or no care taken for the implications for the Patient. Locality has written to the ICB and awaits a response!  PP has been approached with a view to being Chairman of the Locality Group.</p>		
5	<p>JL went through the Patient Survey Results of which there were many. Overall, the results were good and often better than National Averages. It is hoped the new phone system will improve patient access to the Practice.</p>		
6	<p><b><u>AOB.</u></b>  Radio Churnet are interested on running a short interview on air to explain the work of our PPG. SF to contact and say yes.  OM is interested to know if there is any funding available towards setting up a befriending service.  JL informed the meeting that a Patient had been advised to go to A&amp;E, however when the Practice tried to contact and arrange a Taxi on her behalf, the local taxis would not take the fare.  SF recommended a company she uses and JL is to contact them for future reference.</p>	SF  JL	
8	<p>Date of the next meeting is Wed 11th October at 10.30am in the Health Centre</p>		