**Alton Patient Participation Group**

**Minutes of the Meeting held on Tuesday 5th March 2019**

**Present:** Dorothy Clohesy (Chair), Carol Edwards (Vice Chair), Sylvia Hollins, Freda Martin, Tony Moult, Yvonne Somerville, Peter Walker, Elaine Plant (Secretary) and Joy Barleyman (Practice Administration Assistant).

**1. Apologies**: Kathy Leese and Jenny Manley

**2. Minutes of the last meeting:**

The Minutes of the last meeting were approved as a true record.

**3. Matters Arising:**

**Monthly Coffee Morning:**

The first Coffee Morning went well, attracting 11 visitors. It was suggested that a signing in/out sheet be provided at future meetings to satisfy H&S requirements. JB would action this. Next meeting Monday 11th March.

**Survey: *The future of local health services in Northern Staffordshire.***

Members discussed in depth the future of both Cheadle & Leek hospitals agreeing that both areas needed to keep their hospitals with shared services. Members had completed the surveys and many emphasised that in order for the preferred options put forward by the CCG to work, transport issues needed to be addressed. Lack of parking issues at Royal Stoke were a major concern and caused much stress to patients attending appointments. It was suggested that a barrier system similar to Derby, Burton and Stafford should be introduced and/or a Park and Ride service. Surveys need to be completed before 17th March, either online or by Freepost.

**4. Reports from Members:**

**CE** reported on Breast Cancer Pathway. A Macmillan representative informed that changes are being made in order that new patients can be seen and treated quickly. At the moment patients who have been treated successfully are called back on a regular basis for check-ups however this means that targets are not being met for patients needing urgent referral appointments. In order to free up more appointments for new patients, a ***dedicated helpline*** is being introduced for patients who have received treatment and been discharged. On being discharged, patients will be fully informed on symptoms they need to look out for and if they have any concerns they can get in touch with the helpline. They will then be able to get an appointment without going through the system again. It is hoped to introduce this system for other cancer groups in the future.

**JB Reported:**

**Changes to Staffing roles and Recruitment:**

JB reported that as from end of April, JM would become Business Manager, responsible for all finance, working 10 hours per week. JB would then take over as Practice Manager, working 4 days Tuesday until Friday. Interviews were taking place on Wednesday for an additional Pharmacy Dispenser/Administration Assistant. Members congratulated JB on her new appointment.

**New App – Citizens Aid**

JB informed of a free Citizens Aid App for anyone with a smartphone which gives step by step guidance to help in a range of emergencies when out and about.

**New Website Provider:**

TheSurgery was moving over to the **My Surgery** **Website** provider in April which JB considered to be much more user friendly.

This prompted a discussion onproblems that some out of area patients were experiencing with Pharmacy providers i.e no text service available, (this was a small independent Pharmacy). Stock shortages were also discussed.

**Practice Patient numbers discussed.**

Alton numbers keeping same balance with no more than 2,500 patients to one full time doctor (or two part time equivalents).

**DC –** Receiving emails from David Hardy of Audley PPG, she will notify any relevant interest.

**5. Date of next meeting: Tuesday 2nd April 2019**

**Following Meetings:**