**Alton Patient Participation Group**

**Minutes of the Meeting held on Tuesday 7th January 2020**

**Present:** Dorothy Clohesy (Chair), Carol Edwards (Vice Chair), Joy Barleyman (Practice Manager),

Amanda Best, Sylvia Hollins, Tony Moult, Yvonne Somerville, Peter Walker and Elaine Plant (Secretary)

We were very sorry to hear the sad news of the death of Mrs Freda Martin, who until her illness was an active member of the PPG. We offer our condolences to the family.

**1. Apologies**: None

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

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

**3. Matters Arising:**

* **AB** raised concerns over contractual hours and patient access including Dispensary opening times. General Medical Service (GMS) requirements for Contractual hours are 8.00am to 6.30pm. **JB** had queried this with the Dr Brown when it was brought to her attention after the last meeting. Dr Brown confirmed that all contractual hours were covered by the Practice or Out of Hours Service and EPS (Electronic Prescription Service) when the surgery is closed. **PW** said patients have been given opportunities to voice their opinions on the many surveys that we have carried out and only one patient had complained about the Dispensary closing at lunchtime. Extended hours had also been offered and proved to be unnecessary. A lengthy discussion took place with mention made of the Locality Meetings attended by JB and ***‘shared best practice’***. **JB** would pass on our comments and we will discuss again at the next meeting together with the survey results.
* **YS – Transport for Clinical Groups.** YS had not yet had the chance to speak with patients from Oakamoor. JB said relevant patients had been made aware of this possibility when visiting the surgery but there had been no expression of interest so far.
* **Food Bank Vouchers: JB** explained that the surgery does not have the vouchers but the Doctors can make a referral for patients who are in need and who fulfil the criteria required. Other professional agencies are able to do this as well i.e. Social Services.
* **CE - Technology:** Various Aps now available which can be very helpful for patients. JB said there were also links on the website.
* **PPG Minutes – Website:** JB has amended chronological order and raised the question of how many minutes are required to be saved on the website. It was agreed 12 months.
* **PPG Notice Board –** JB suggested it could be updated after every meeting. Discussed – not looked at very often but will continue to have Awareness days posted.
* **Photo board:** JB stated Staff not keen to have their photographs posted. PPG still feel that this would be helpful and is done in many other establishments. However it is down to staff preference and cannot be enforced. It was suggested that PPG members could have their photographs put on noticeboard.This would perhaps bring patients attention to the noticeboard as well as informing the patients who we are. All in agreement.Photos will be taken in one of our meetings.
* **AB - Focus on Self Care Champions.** Promotion of self-care in Primary Schools**.** AB will invite speaker Noreen Caldwell to discuss with us. Will try for February meeting. AB had to leave the meeting at this point.
* **PPG Form:** JB informed this is a standard leaflet used by many Practices in the area.Disability needs to be included to cover equal opportunities. Agreed within reason.

Prospective members would be required to attend meetings if able to do so. Virtual members would need to participate by at least acknowledging the minutes and commenting on contents.

Updated form will be discussed at next meeting.

* **Alzheimers “This is me”.**  We have already had a speaker on Alzheimer’s but will review it again in the future.

**4. Reports from Members:**

**JB:** The Practice has its annual regulatory telephone call with the CQC today. This will involve Dr Johnson and JB.

All Policies, and Procedures have been updated as required and a plan of action put in place to cover changing procedures. The results should be back in 2 weeks - JB will report back.

**CE: Impact Accelerator Unit – Keele.**  CE attended seminar regarding Speeding up the Process of getting certain drugs to patients. CE felt it was a very costly exercise involving two London Professors’ fees plus their expenses for a day at Keele.

**CE** will also be attending the Hospital User Group (HUG) and asked if anyone had any comments to make. Parking, as usual came up as well as healthy food.

**DC: Cancer Unit – Royal Stoke Hospital.** The Wig department is appealing for unwanted costume jewellery donations which they will sell to raise funding for the department.

**5. Date of next Meeting: Tuesday 4th February 2020**

**Future Dates: 3rd March, 7th April, 5th May, 2nd June and 7th July.**