



Wolstanton Medical Centre – A Keele Academic Practice
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Wolstanton Medical Centre Patient Participation Group



Monday 10th September 2018, 2pm
Room 3, Bradwell Lodge, Bradwell Lane, Porthill, ST5 8PS

Minutes

Present: John Maddison (Chair, JM), Margaret Bowers (MB), Jacquie Byrne (JB), Julie Hammersley (JH), Sarah Lawton (minutes, SL), Eileen Schofield (ES) and Jo Webb (JW).

Apologies: Lynne Cooper (LC), Janet Wright (JWr)

2. Minutes of the last meeting

The minutes of the last PPG meeting were accepted as an accurate record.

3. Action points and matters arising

The refreshments provided today were a welcome addition to the meeting ☺

Actions from the last meeting were reviewed.

Action 1: JH confirmed that Keele PPIE team had been in touch with NCSA and that they would be providing leaflets and materials about the Keele PPIE group, to the NSCA. The Keele PPIE team are also to arrange a visit to the NSCA, in order to introduce themselves to some of the users.

JM noted that he had contacted the National Association of Patient Participation Groups with regards to membership and was awaiting a response. JM to update next time.

Action 1: JM to update the PPG on any response from the NAPPG.

All other actions were to arise during the meeting.

4. Items for discussion

a. PPG Terms of Reference

As per action 5 from the last meeting SL had drafted a PPG Terms of Reference and circulated to the group prior to the meeting. This document was reviewed.

All present approved the content.



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The signatories were discussed and it was agreed that JM would sign them off on behalf of the PPG members and either one of the GP partners or the Practice Manager would sign them off, on behalf of the practice. SL to make some slight tweaks to the signatories section and then get the ToFR signed off.

Action 2: SL to finalise the Terms of Reference document for the group.

b. Update from the Newcastle Central PPG Locality Meeting

JM provided an update on the above meeting he had attended on 23rd August 2018.

Only 4 local PPG members were present at the meeting (to include JM). The CCG representative present was the Head of Primary Care Commissioning – Mel Mahon and the North Staffs GP Federation representative present was Ian Gibson.

Extended Hours was discussed;

- A poster will go on display in the practice informing patients about the new arrangements.
- The scheme has been gradually phased in, with 5 hubs in operation across North Staffordshire. 17th September the new extended hours scheme goes live, for practices to include WMC.
- Should you require an appointment out of practice hours, there will be 4pm – 8pm cover at a locality hub. For WMC patients this could be at Bradwell or Meir.
- After 8pm, care / access to an out of hours (OoH) appointment is still provided via telephone number 111.
- None of the doctors from WMC are currently appointed at any of the OoH hubs. When a patient accepts an appointment at an OoH hub they are also consenting to their medical records being shared. This links with requirement to 'opt out' of the Summary Care Record, in order that patient medical records can be shared across primary care.
- Attendance at the meeting was discussed. An increase in attendance numbers is desired.
- JM will continue to send through the invites for the meetings which are every 3 months.

c. PPG Advertising

Due to the august holiday period, SL confessed to not having progressed with PPG materials!

A draft generic PPG advertising poster though, had been created which the group were happy with. A PPG Contact Slip was also discussed and formatted during the meeting. Following SL making the agreed amendments to these, they will go into use as soon as possible. JW to provide any feedback on the interest in these at the next meeting.



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Action 3: SL to make the agreed amendments to the PPG group advertising materials and send them through to JW for display at WMC.

Action 4: JW to feedback on the advertising materials at the next meeting.

d. Patient Information

JB confirmed that adding pictures to the job roles, was a difficult task to get 'right' having searched for alternative pictures following the last meeting.

A list of words/terms required for a glossary was again requested by SL.

JW to send SL a copy of the patient questionnaire feedback which has been recently conducted, to identify patient information requirements and a copy of the patient practice leaflet, in order that information is not being duplicated.

SL to continue developing the patient information.

Action 5: ALL to review and feedback any comments on the Healthcare Roles document and to compile a list of >10 terms requiring explanation.

Action 6: JW to send SL a copy of the patient questionnaire feedback and the patient leaflet.

Action 7: SL to continue developing the PPG patient information leaflet.

e. Application ideas for Newcastle Borough Council 'Benefit the Community' funding envelope

SL had not been able to find information regarding the application for this funding via the Newcastle council website. JM agreed to contact John Cooper and request that he provides us with more details.

Action 8: JM to email JC with regards to obtaining the Council application for funding form.

f. NHS England: Developing the long term plan: Have Your Say

An email had been circulated prior to the meeting, inviting us to form a response to the NHS longer term plans. It was agreed that this was too high a level for us to provide a response to and that we would concern ourselves with fulfilling the remit of the PPG group, focussing on the requirements of WMC.



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5. Update on Academic General Practice & Keele University

SL updated the group on the development of the academic practice, to include;

- Automated check-in screens should arrive this autumn.
- JW noted that very positive feedback was being obtained on the Wellbeing Practitioner.
- An academic physiotherapist is due to commence at the practice.
- Funding applications to improve the practice infrastructure are being developed.
- Dr Edwards, Dr Cotterill and SL are to visit the Netherlands at the end of September to investigate the set-up of other academic and primary care networks. SL to report on findings at the next meeting.

6. Update from the practice

JW provided the group with a practice update.

- Flu vaccination clinics start on 22nd September 2018.
- The porta cabins have gone.
- Containers are still in-situ, due to ongoing work at the practice.
- Two new consulting rooms are now functioning and in operation.
- Interviews for the new Practice Manager had taken place and the appointment will be announced in due course.

7. Reports from Patients Congress and Locality Group Meetings

Update as per item 4b above.

8. PPG Newsletter

No further progress has been made.

Action 9: SL to draft a PPG newsletter.

9. Any Other Business

JM highlighted that the WMC website was showing a few poor Google reviews on the practice, down the right hand side of the screen. JW confirmed that the practice was aware of these and whilst the remarks could not be removed or comments added, they could be personally addressed by the practice. JW confirmed that the practice was content that the positive reviews outweighed the poor comments.

10. Date, time and location of next meeting

Monday 15th October 2018, 6pm, Room 3, Bradwell Lodge.