**Balance Street Health Centre**

**Minutes**

**Patient Participation Group (PPG) Meeting**

**Monday, 18 September 2023**

**Present**: Ruth Kerry (Chair); Ian Rose (Temporary Secretary); Carol Pickering (Treasurer);  
Gill Simpson (Vice Chair); Gill McGowan ; Megan Emery (Reception Lead); Kerry Fisher; Sue Dallison; Lorraine Tams; Sally-Ann Owen; John Glandfield; James Kirkham (new member).

**Minutes:** Ian Rose

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| **Item per agenda** | **Notes** | **Action** |
| **1.** | **Apologies**  Anita Thomas-Epple (Secretary); Tim Hames (Practice) Lynn Furber; Annabelle Mycock |  |
| **3.** | **Opening, Introduction and welcome of new members**  Ruth opened the meeting at 6.00pm and explained that Anita would be unable to carry out the Secretary duties for the next 6 months and that Ian had offered to stand in as “Temporary Secretary”, everyone wished Anita all the best and a speedy recovery.  Ruth mentioned that a number of gifts had been purchase for various parties and sought a consensus as to whether these should be paid for from funds of the PPG or by the committee members personally. Following a discussion, it was agreed unanimously that the PPG should pay for these items, as the various parties had all contributed significantly to the PPG and it was therefore a small token of appreciation.  Ruth welcomed back John Glandfield and explained that John had previously been an active and important member of the PPG.  Ruth also welcomed James Kirkham, a new member who is studying A levels at Denstone College. Those members present introduced themselves for the benefit of James and John.  Ruth asked if it would be possible to have remote access to the PPG meetings to aid attendance of those unable to attend in person. Megan commented that she would look into this and possibly arrange it for future meetings via Teams and the use of a laptop and the large screen. | **ME** |
| **2.1** | **Matters Arising from Previous Minutes**  Gill McGowan asked if there was any clarification on the alleged disbanding of the District PPG. Gill Simpson confirmed that the District PPG was not disbanding.  MP Update – following confirmation received via the MP that the Tier 4 hospital at the Smallwood Manor site would not require GP support from the Balance Street Practice, queries were raised asking if this was indeed still the case? It was noted that nothing different had been mentioned to anyone and an email forwarded round from the MP on 17.2.23 stated this to be the case.  Megan confirmed that the new telephone system was fully operational and working, it appears to be a very efficient system with few issues. |  |
| **2.2** | **Matters Arising from Previous Minutes - Action Still Required**  MP Update – Transport to and from local hospitals was still a concern and a recent example was where a 90 year old patient had been provided transport to Derby hospital for an appointment and arrived late. In addition, the patient was left from 11.00am until 7.00pm with no food or water and in the end the hospital organised transport home for the patient. The PPG considered that this was unacceptable care and treatment of a patient.  MP Update – The issue of Chronic Illness Provision has not been addressed, despite the meeting with the MP and this needs revisiting with the MP.  RK to contact DA to see if appropriate for PPG to re-engage MP | **RK** |
| **2.3** | **Approval of the Previous Minutes**  The minutes of the meeting held on 22 May 2023 were accepted as a true record. |  |
| **5.** | **Forget me Not Café**  Ruth gave brief background to the PPG’s attempt to get a dementia support group established. Lynne F had put a huge amount of effort into this initiative. Sadly due to factors beyond her control it did not happen.  Kerry reported that the Rotary Club were now behind the café and it was opening in December 2023 at Wilfred House with a pre-opening training session to be held on 4 December at 11.00am by the Alzheimer’s Society. The launch of the café was planned for 11 December with a subsequent session on 18 December then following the Christmas break the next session would be on 8 January and then every 2 weeks. There will be no charge for those attending the café including their carers, it will be supported/funded by the Rotary club, other organisations and fund raising events, it was mentioned that those attending will have to find their own transport to and from Wilfred House as transport cannot be provided.  Kerry is the Balance Street practice liaison with the café and sought assistance from the PPG with supporting the café and offering volunteer helpers. Kerry is to issue details of the café and the requirements for volunteer helpers and Ian is to coordinate with Kerry/the café the training and volunteer helpers from the PPG. | **KF**  **IR** |
| **N/A** | **Practice Update**  Megan stated that there had been a lot of new staff starting recently, some were additions, and some were replacements. These included; 3 in dispensary, and were now looking to provide a 2 day turnaround rather than the current 4 day turnaround of prescriptions; 1 new receptionist and an apprentice receptionist; some new nursing staff replacements and a new Practice Manager who is due to start at the end of September.  Megan confirmed that the practice currently has 4 doctors who are partners, 3 salaried doctors and an advanced clinical practitioner, in addition there is a trainee clinical practitioner who can provide prescriptions which are to be authorised by a doctor.  Megan stated that the efficiency of the Practice is to be reviewed and monitored for any arears of improvement. This will include the volume of work which is particularly intense and looking at ways internally to reduce the pressure on staff and the practice generally.  Megan commented that there has recently been a vast increase in call volumes coming into the practice and on some Mondays, there can be 30 calls in the queue, with upto 800 calls being handled on certain Mondays. The online facility for booking appointments was not always available since the receptionists needed access to all available appointments at certain times, this had pros and cons but it was felt that this was necessary. In addition the pharmacy had made it known that it was not taking calls for repeat prescriptions, but that repeat prescriptions were to be ordered online or via the NHS app, but certain patients either did not have access to this facility or were unaware and these calls were being received directly by the surgery, which was an additional burden on the reception staff as they were then having to take patients through the online process. It was asked if the PPG could assist/volunteer with the training of patients, but this is not possible due to patient confidentiality. |  |
| **4.** | **Vaccination Saturdays**  Ruth confirmed that the PPG had provided cover for the session on 16 September and it had gone well, with a rota in place for the next session on 23 September.  Megan stated that some 700 vaccinations had been given on 16 September and that the next session on 23 September was for the under 65 age group, followed by a session on 7 October for the over 65’s and then one on 14 October as a general ”mop up” session.  Megan commented that the sessions were offering both flu and Covid vaccinations at the same time which was causing a slight delay and queue on occasions. It was asked if the PPG could assist in any way to speed the processing of patients up and Megan said that with providing both vaccinations it required access to the clinical system which would have private medical information and as such the practice could not accept support from members of the PPG. |  |
| **6.** | **Any other business and date of next meeting**  Sally-Anne raised a question regarding a mental health group that Dr Atherton was running and asked what its remit was and purpose. Kerry commented that it was operational and met on alternate Friday mornings.  Ruth mentioned that Burton Albion was running a Community Trust initiative offering sports and support for over 50’s at Heath Community Hub.  **Next meeting – Monday 20 November 2023 at 6.00pm - Boardroom on Floor 3**  Meeting concluded at 7.05pm |  |