

**Balance Street Health Centre**  
**Minutes**  
**Patient Participation Group (PPG) Meeting**  
**Monday, 13 March 2023**

**Present:** Ruth Kerry (Chair); Anita Thomas-Epple (Secretary); Carol Pickering (Treasurer); Gill Simpson; Gill McGowan; Ian Rose; Tim Hames (Practice Pharmacist); Dr David Atherton.

**Minutes:** Anita T-E

<b>Item</b>	<b>Notes</b>	<b>Action</b>
<b>1.</b>	<b>Apologies</b> Kerry Fisher; Howard Nash; James Russell; Lynn Furber; Lorraine Tams; Sue Dallison; Claire Henman (Practice Manager); Sally-Ann Owen. DNA: Cllr Helen Headech	
<b>2.</b>	<b>Matters Arising from Previous Minutes</b> Previous minutes were accepted as a true record.	
<b>2.1</b>	<b>2.1 Matters Arising from Previous Minutes - Action Still Required</b> Clarification sought by Claire for the acronym list for patients – it need only cover the roles in the Practice to help patients know the staff. Ruth called it the Balance Street Practice Family Tree.	<b>CH</b>
<b>2.2</b>	<b>5 PPG Tabards</b> Six tabards ordered and have arrived. Sample brought to meeting. Ready for next Vaccine event.	
<b>2.3</b>	<b>6.1 AOB Building Improvement</b> Works have started on creating more offices for staff, but still awaiting installation. Baby Clinics will be moved to Holly Road venue.	
<b>2.4</b>	<b>6.2 AOB New Phone System</b> Delay on installation.	
<b>3.</b>	<b>ESDPEG Feedback</b> GS attended meeting and will circulate minutes to PPG. GS shared that mental health care provision in Tamworth has moved to Stafford. There was discussion about Northgate PPG looking for new members.	<b>GS</b>
<b>4.</b>	<b>Derby/Burton Hospital PPG Feedback</b> ATE has been asked to meet with patient experience team to discuss the issue raised in December regarding issue of no Pharmacy at London Road Hospital and lack of equity between Burton and Derby Rheumatology patients.	
<b>5.</b>	<b>Appointment Reminders</b> Chair RK raised that reminders for appointments for respiratory consultations with practice nurses are not followed up with txt reminders, resulting in missed appointments. Dr Atherton will check that system switch has been activated.	<b>Dr David</b>

6.	<p><b>Meeting with MP Kate Kniveton</b>  Meeting took place 13 January 2023 at 5pm  Those present were: Chair Ruth, Sec Anita, Ian, Gill S, Gill M, Sally-Ann, Lynn, Kerry, Claire Henman (Practice Manager), Kate Kniveton MP and Shruti Purandar, PA.  The 3 focus areas outlined in PPG Meeting 9 January 2023 were discussed.  1 Tier 4 Hospital  A reply from MP was circulated to the PPG outlining her response from planners at East Staffs Borough Council.  In addition Kate noted that Dr Atherton commented that it has now been confirmed that the Tier 4 hospital will have to provide GP cover themselves and that the hospital will not therefore, have any detrimental impact on the provision of patient care at Balance Street Practice.</p> <p>PPG to chase up the two other focus areas: lack of local transportation for vulnerable patients and that there is no provision (since the Virgin contract was issued/ended) for long-term illness in East Staffs such as Diabetes, Heart Failure and Chronic Respiratory disease.</p>	<b>Chair, Secretary</b>
7.	<b>AOB – none</b>	
8.	<p><b>Date and Time of Next Meeting</b>  <b>Monday, 22 May 2023 at Board Room, Floor 3</b></p>	<b>ALL</b>