

**Balance Street Health Centre**  
**Minutes**  
**Patient Participation Group (PPG) Meeting**  
**Monday, 22 May 2023**

Minutes taken by Lynn Furber

1. New membership

Try to recruit young people and young mothers with babies and toddlers to join the PPG group with a view to them representing a more diverse range of needs.

James Russell will speak to Thomas Alleyne to see if there are young people at the school who would be willing to join the PPG as part of their DoE award volunteering.

Davide Atherton thought it best to approach young mother groups and visit them in their own environment to learn about their experiences of Balance Street and what would help improve services for them - being mindful we might not be able to address everything.

2. Pharmacy - emergency drugs

Gill questioned changes to access emergency supplies of drugs. Tim explained that the system is changing and if people need emergency supplies of drugs they need to go through the 111 system.

3. Practice update

- a. No longer in crisis.
- b. Partners have more time to conduct appraisals with staff and identify continued professional development needs.
- c. New phone system is in place and seems to be working well.
- d. The new lift is in place and is in working order.
- e. The board room has been made smaller to create a new office space on the top floor.
- f. David has accessed additional funding to support recruitment and Tim is leading a team.
- g. Some staff are leaving after years of service.

4. Any other business

- a. Sue has heard that the district PPG is going to be disbanded. Sue G to confirm with Jeoff Bridges
- b. MP has asked David to join a meeting with health bodies but he was reticent to join as he thinks it is the MP role to take a lead on long term chronic conditions care.
- c. PPG Chair to write to the MP to discuss the chronic conditions care issue which was discussed with her in person.

- d. David reported that it has taken seven months to obtain a blueprint of what is needed in the practice in terms of skills sets etc with a Primary care network hat on.
- e. To invite a social prescriber and representative of Burton Albion to speak about their initiatives at the next meeting.
- f. Gill S raised a personal issue about being discharged from a consultant without proper assessment of care and has spoken to the PPG Chair and Secretary about submitting a complaint to PALS and contacting the MP.

Next meeting: Monday, 17 July 2023