**Balance Street Health Centre**

**Minutes**

**Patient Participation Group (PPG) Meeting**

**Monday, 20 May 2024 at 6.00pm**

**Present**: Ruth Kerry (Chair); Ian Rose (Temporary Secretary); Gill Simpson (Vice Chair); Gill McGowan; Tim Hames (Practice Pharmacist); John Glandfield; Lyn Furber; Dianne Robbins (New member)

**Minutes:** Ian Rose

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| **Item per agenda** | **Notes** | **Action** |
| **1.1** | **Apologies**  Anita Thomas-Epple (Secretary); Carol Pickering (Treasurer); Lorraine Tams; Kerry Fisher; Sue Dallison; Dr Atherton, Sally-Ann Owen; Annabelle Mycock, Megan Emery (Reception Leader) |  |
| **1.2** | **Opening, Introduction and welcome of new members**  Ruth opened the meeting at 6.00pm, and welcomed Dianne Robbins a new member |  |
| **2** | **Matters Arising from Minutes of meeting on 18 March2024 and approval**  It was reported that Burton Albion Community Group had puled out of their sessions at the Heath Community Centre.  The voluntary driver scheme appeared to be going well with some good support  The Forget Me Not Café appeared to be very successful in the at it was well attended and supported and offered support to those carers who attended. The PPG was well represented and was supporting the Café.  A new Parkinson support group had been set up and was being run out of the Catholic Church in Uttoxeter.  **Approval of the Previous Minutes**  The minutes of the meeting held on 18 March 2024 were accepted as a true record. |  |
| **3** | **Question and answer session with Dave Bassett of Health Watch**  Dave introduced himself and outlined the various topics and issues he and the team were involved in and had faced/were keen to resolve:  Renal Dialysis – Transport Issues  Burton & Derby hospitals – monthly meetings and the patient leaflets required updating  Euro Diversity – ADHD patients were being refused care at practice level due to their general approach and appearances.  General s]discussion took place regarding hospital parking at various hospitals and in particular the issues at Derby and Stoke.  Ambulance service – had lost 10,000 man hours due to waiting at hispotal A&E.  Lichfield Fire Station was picking up some emergencies relating to falls, and of 1,200 calls only 22 required hospital care and admittance as a result of the ability to deal with matters for the patients at home.  There are issues with hospital patient releases and beds being held up, this required some joined up thinking by the ambulance service and community support groups to release the pressure and delays. John commented that there was no joined up thinking regarding the location and availability of ambulances from other areas.  Ruth thanked Dave for his update and frankness and we would look forward to a further discussion with Davis in 6 months time. |  |
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| **4** | **Practice update**  Tim informed the PPG that Jason had left his role as Practice Manage following his 6 month review, Fiona had taken on part of Jason’s role and was in charge, Amelia is due back from maternity leave and will support Fiona and the practice, in addition Megan will take on additional roles and support of the practice.  Tim was pleased to announce that the practice had received accreditation as a GP training centre.  It was requested that the practice be provided with copies of the PPG minutes and an upto date list of PPG members.  The practice had been asked too support and older peoples fare to take place on 27 June at the Town Hall.  It was felt that we need to look into the dissemination of information and topics discussed by the PPG to the general public and patients of the practice, this will be added to the agenda for the next meeting. | **IR to sort** |
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| **5** | **Any other business**  Ruth mentioned that she had called into the practice today for an appointment and felt that there was some miscommunication and confusion when making the booking. It was felt that whist this appeared to be an isolated incident it would be worth the practice and us as a PPG monitoring any issues we come across. |  |
| **6** | **Next meeting – Monday 22 July 2024 at 6.00pm – to be held in the Boardroom on Floor 3 and the Social Drinks willk be held at the Ploiugh at 7.00pm on Wednesday 24 July.**  Meeting concluded at 7.10pm |  |