**Balance Street Health Centre**

**Minutes**

**Patient Participation Group (PPG) Meeting**

**Monday, 22 July 2024 at 6.00pm**

**Present**: Ruth Kerry (Chair); Ian Rose (Temporary Secretary); Carol Pickering (Treasurer); Fiona Moura (Practice Manager); Megan Emery (Reception Leader); Gill McGowan; Kerry Fisher; Sue Dallison; John Glandfield; Dianne Robbins; Sally-Ann Owen; Annabelle Mycock

**Minutes:** Ian Rose

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| **Item per agenda** | **Notes** | **Action** |
| **1.1** | **Apologies**Anita Thomas-Epple (Secretary); Gill Simpson (Vice Chair); Tim Hames (Practice Pharmacist); Lorraine Tams; Dr Atherton, Lyn Furber; James Russell |  |
| **1.2** | **Opening, Introduction and welcome of new members**Ruth opened the meeting at 6.00pm, and welcomed Fiona Moura who has taken over as Practice Manager. |  |
| **2** | **Matters Arising from Minutes of meeting on 20 May 2024 and approval**It was reported that The Forget Me Not Café was in need of some more volunteers and it was providing a valuable period of respite to those carers who attended. The PPG was well represented and was supporting the Café.Sue reported that the Voluntary Driver scheme was going well, but required more drivers as people are becoming more aware of the scheme and it provides cheap and good transport.Ian commented that he was uncomfortable at the PPG minutes going onto the practice website without some redacting or editing, Megan agreed that she would add them after reviewing them if Ian sends them to her.It was reported that Burton Albion Community Group were advertising still on the practice website but it was understood that they were no longer present at the Heath in Uttoxeter, clarification was to be sought of this. **Approval of the Previous Minutes**The minutes of the meeting held on 20 May 2024 were accepted as a true record. | **IMR to send Megan copies of the minutes** |
| **3** | **Speaker – Carolyn Storer – Befriending Coordinator**Carolyn introduced herself and said that the charity was set up 27 years ago in Ashbourne and had been successful in obtaining Lottery funding, it provides befriending calls to those who are lonely or just need someone to talk to and cover East Staffordshire and the Derbyshire Dales. They have some 49 volunteers and provide calls between 10.00am and 4,00pm 365 days a year and the volunteers make upto 8 calls per day. There has been a substantial increase in demand for the services with there being 84 members pre Covid and there being 130 members now. If the call isn’t answered after trying 3 times then the volunteer makes contact with a family member or carer to inform them of the fact.The main reason for making the calls is to support those people suffering from loneliness and who feel isolated. The members can be vulnerable and there have been instances of self harm and some have spoken about suicidal thoughts, the volunteers are able to talk and offer support on the telephone and find that the members are finding that just talking to someone helps them a lot.The volunteering can be done from home and notes are taken of the conversations which are kept confidential. They do have some face to face visits and have events organised. Carolyn organises the rota and this is usually for a six week period and mentioned that if anyone could spare any time to become a volunteer it would be appreciated. Carolyn commented that most of the volunteers are retired.Sarah asked what ages the members were and Carolyn said they can be anything between 30 and 100.Carolyn mentioned that if a volunteer is told something that is disturbing, or they have any concerns then the matter is referred on as appropriate. However most of the calls are just for a chat or are friendly and providing a voice to listen and talk to.John asked about the vetting of volunteers. Carolyn said that they have a robust vetting and training package and any volunteer has a meet and greet interview and is shadowed whilst they are I training. A volunteer requires 2 references and is subject to a confidentiality agreement and GDPR compliance.Ruth thanked Carolyn for coming to the PPG meeting and for the insight she had provided into a very valuable and worthwhile service that her and the volunteers provided. |  |
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| **4** | **Practice update**Megan informed the PPG that Steve in the pharmacy was leaving in August and that they were looking to update the telephone recorded message and encourage the use of the website as far as possible. Megan also commented that the new telephone system was working well and was making a difference to the practice and the handling of calls. |  |
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| **5** | **Any other business**Ruth mentioned on behalf of Lyn Furber that she had experienced problems in booking for a breast screening. Megan commented that she was not aware of any issues and had not received any feedback to this effect. Sally Ann also commented that she had issues and had left a message with the service and had received a call back. Ruth understood that Lyn had tried calling for 3 days and had left messages.Ruth also commented on problems she had encountered with A & E when she had been asked why the doctor had referred her to A & E, when it was indeed the right call. She felt she was having to justify why she had been referred.Ruth reminded the PPG of the social drinks to be held at the Plough on Wednesday 24 July from 7.00pm.  |  |
| **6** | **Next meeting – Monday 23 September 2024 at 6.00pm – to be held in the Boardroom on Floor 3.**Meeting concluded at 6.52pm |  |