

Stenhouse Medical Centre

Patients Participation Group

Minutes of the meeting held on Wednesday 6th November 2024 at 14.00hrs

1) Present

Peter Newton (**PN**) Chair, Melanie Yorke (**MY**), Sue Barnes (**SB**), Norma Edwards (**NE**), Rosina Taylor (**RT**), Francis Christie (**FC**), Christina Wilson (**CHW**), Mike Newman (**MN**), Barry Elliott (**BE**), Caroline White (**CW**).

2) Apologies – Had been received from Valerie Stephens, John Shaw and Jane Quarton.

PN informed the meeting that Kate Tumman had contacted him to say that due to her work/life commitments she would have to resign as an active member of the group, although she is willing to help out at any future events. **PN** had suggested that she could become a member of the PPG Virtual Group to which she had agreed

3) Introductions – **PN** welcomed Christina Wilson to her first meeting. Christina had already met some of the group at the Coffee & Cake Event – further introductions were carried out.

4) Minutes of Meeting Held on 11th September 2024 – the minutes were agreed.

5) Matters Arising

- i) Stenhouse Website** – **PN** asked **MY** if it was possible for the minutes of PPG meetings to be attached to the new web site. **MY** confirmed that this was possible and agreed to action this.
- ii) Coffee & Cake Event** – **SB** said that the event had been very successful and the patients (customers) had been very complimentary about the quality and quantity of cakes available. **PN** said that having the extra seating encouraged patients to spend more time socialising together. At future events it would help to have signage that stated that the products were not free and that donation would be appreciated to help raise fund for the given charity. He also stated that he had learned the need to keep gluten free products well separated from other products. **PN** also extended his thanks to everyone who had contributed in getting the event ready and for their contributions with supplying cakes and helping out on the day. **MY** informed the meeting that the money raised would be used to purchase equipment that would help the clinicians treat patients, i.e. a special sheet that enable them to move patient, who may have collapsed, across the floor also knee pads for when clinicians are having to kneel when treating patients.

6) Practice Updates

- i) Staffing** – **MY** confirmed, that with the exception of a temporary Locum, no new staff had been recruited since the last meeting. **MY** also informed the meeting that the PCN (Primary Care Network) had been granted some extra funding and that Stenhouse would be recruiting a new GP, this new appointment would only last until March 2025, it was hoped that the funding would be extended for the next financial year.
- ii) Appointments/Accurx** – **MY** had produced the appointments spread sheet which had been circulated to the group.
- iii) DNAs (Did Not Attend)** **MY** had provided the current figures which were running at 2.80% for August, it is pleasing that the figures are keeping at a low level. **CW** indicated that there may be an increase in the next months figures due to the flu clinics.

7) Digital & Social Inclusion Coordinator – PN informed the meeting that he had expressed his concerns at the last Citizens Digital Forum that James Hastings contract would be ending on the 22nd November 2024 due to the funding for these roles only being for a short period. There was an ongoing commitment within the NHS to get more and more patients using and getting familiar with digital technology, especially via the NHS App, so it was illogical not to have this role in place to support patients and practice staff. PN also pointed out that James had attended the Coffee & Cake Event in October and had been busy helping patients throughout the morning. CW asked MY to raise this at the next PCN meeting.

8) Any Other Business

- i) **Help Fix the NHS** – PN had produced and circulated a document with some thoughts on how and where fixes were needed in the NHS. This had been prompted by the new minister for health, Wes Streeting, stating that the NHS was broken and needed fixing and soliciting comments and ideas from any interested party. PN suggested that this document, along with any further additional comments from within the group, should be forwarded to the PCN for their input and for the PCN to forward to Wes Streeting. The group were asked to provide any additional comment to PN by Wednesday 13th November so that MY could take it to the PCN.
- ii) **Citizens Digital Forum** – PN stated that there were no other issues that had not already been covered in previous agenda items.
- iii) **PPG Meeting Schedule 2025** – PN had produced and circulated a schedule of meeting dates for 2025. He said that if the dates met with the approval of the majority of the group, then these would be the final dates. MY confirmed that there was no clash with the practice meetings.
- iv) **PPG Xmas Social Evening** – It was agreed that the group would get together on Wednesday the 11th December at 19.00/19.30 hrs in the Coopers Brook.

9) Date of Next Meeting

Wednesday 22nd January 2025 at 14.00 hrs.