**Balance Street Health Centre**

**Minutes**

**Patient Participation Group (PPG) Meeting**

**Monday, 25 November 2024 at 6.00pm**

**Present**: Ruth Kerry (Chair); Ian Rose (Temporary Secretary); Megan Emery (Reception Leader); Gill McGowan; Sue Dallison; Lorraine Tams; Peter Trewin

**Minutes:** Ian Rose

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| **Item per agenda** | **Notes** | **Action** |
| **1.1** | **Apologies**  Anita Thomas-Epple (Secretary); Gill Simpson (Vice Chair); Carol Pickering (Treasurer);Tim Hames (Practice Pharmacist); Dr Atherton, John Glandfield; Dianne Robbins; Sally-Ann Owen; Kerry Fisher; |  |
| **1.2** | **Opening, Introduction and welcome of new members**  Ruth opened the meeting at 6.00pm |  |
| **2** | **Matters Arising from Minutes of meeting on 23 September 2024 and approval**  Tim said that unfortunately he may not be able to attend future meetings.  The matter regarding Incontinence Pads has now been sorted.  It was reported that The Wellies Project was going well, they have an open day on 3 December.  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.  **Approval of the Previous Minutes**  The minutes of the meeting held on 23 September 2024 were accepted as a true record. |  |
| **3** | **Incontinence Pads**  As mentioned above this matter has been sorted. |  |
| **4** | **Practice Update**  There is a trial taking place with Group Clinics for hypertension  The receptionists are not taking prescriptions over the telephone as there is a very large volume of calls being received at the moment and the system can only handle 50 live calls.  Harriet’s role as a Physician Associate is going well and she has received a lot of support and positive comments from the patients towards her role |  |
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| **5** | **Matters for discussion with the MP on 24 January**  A discussion took pace regarding the above and it was decided that the following matters would be the main ones presented to the MP when we meet with him:   * Rural Areas are suffering extreme difficulties with transport and accessing hospital appointments. * Local Clinics rather than hospital appointments should be reinstated as this would be more beneficial in allowing access to consultants, with far more patients being seen locally rather than the patients travelling to the hospital. * Where is the extra money being spent within the NHS and what area/geography will benefit the most? It should be used to improve our healthcare not on bureaucracy. * Can there be some plan for preventative advertising on general healthcare and public announcements, especially around diet and self well being * The increase in National Insurance will have an impact on the budgets of GP practices. * Ambulance waiting times. * Any matters that the MP wishes to raise or bring to the attention of the PPG. |  |
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| **5** | **Any other business**  Ruth mentioned that the PPG Christmas social would take place at the Plough on 17 December at 7.00pm. |  |
| **6** | **Next meeting – Monday 13 January at 6.00pm for the AGM followed by a general meeting– to be held in the Boardroom on Floor 3.**  Meeting concluded at 6.45pm |  |