

Balance Street Health Centre
Minutes
Patient Participation Group (PPG) Meeting
Monday, 17 March 2025 at 6.00pm

Present: Ruth Kerry (Chair); Anita Thomas-Epple (Secretary); Carol Pickering (Treasurer); Dr Atherton (GP);; Megan Emery (Reception Leader); Gill McGowan; Lynn Furber; Sally-Ann Owen; Kerry Fisher; Alison Winson; Suzanne Mackay.

Minutes: ATE

Agenda Item	Notes	Action
1.	Apologies Gill Simpson (Vice Chair); Tim Hames (Practice Pharmacist); Lorraine Tams ; Dianne Robbins ; Dr Trewin (GP); Ian Rose; Sue Dallison	
2.	Introduction and welcome of new members Chair Ruth welcomed our new members Alison and Suzanne. James Russell has resigned due to other commitments. Secretary has thanked him on behalf of the PPG, for his input. Vacancy now available.	
3.	Matters Arising from Minutes of meeting	
3.1	Rotary's Forget-me-not Café is looking for new patients, Ruth said volunteering is very rewarding and dates are very flexible. Contact Kate Nash at Rotary.	
3.2	Approval of the Previous Minutes The minutes of the meeting held on 13 January 2025 were accepted as a true record.	
4.	MP visit 7 February 2025.	
4.1	Received letter from Jacob Collier covers all things we raised in our meeting. Megan raised issue that the Practice Manager noted there is an error in Jacob's letter regarding the population of Uttoxeter being 14K, although it is the number for our practice. Chair Ruth to advise Jason that the population of Uttoxeter and surrounding is about 21,000.	Chair
4.2	We await response from Jacob Collier MP once he receives a response from the Health Minister.	
5.	Uttoxeter Health Hub – Moving Forward Dr Atherton explained that since Balance Street Practice opened the new building in 2000, patient numbers have grown and the building is no longer big enough. Consideration to be made for the land around the building to be included in the Town Plan. Dr Atherton wants the next generation of GPs to have enough space for forthcoming changes. The future plans are to move services from	

	<p>hospital to community. Practice needs more space and dedicated parking.</p> <p>Town Council will support the practice in future planning. Dr Atherton looking at Neighbourhood health proposals from the government and we need feedback from patients. Uttoxeter needs a Community Health Hub.</p> <p>Practice has the ability to send questionnaires to our patients via Microsoft Forms to garner views on supporting the Hub. This worked extremely well in the past when canvassing patients for their views. Dr Atherton as drafted a questionnaire and needs formatting. PPG agreed to send on their behalf to harness the voice of patients especially important for ICB.</p> <p>Dr Atherton to work on questionnaire further before sending to, Lynn who will look at it format it and send to PPG. A working party to look at the questionnaire. Sub-Group Meeting on 7th April 2025, 7pm. Megan, Ruth, Lynn, Carol, Alison, Gill M. All welcome.</p> <p>Once complete the PPG/Practice will give patients a month to complete. PPG could assist patients in practice without email, with a laptop to input their feedback.</p> <p>5.2 Dr Atherton explained his other role with Primary Care Network for newer members. 18 Practices with 150,000 patients. PCN offers social prescribing. Kerry explained the role of Social Prescriber and Care Co-ordinators. Help patients with social care, like transition from hospital to home, or help with filling in forms for benefits, especially as we have not had a CAB for a long time. Financial issues cause health inequality.</p> <p>To combat this Uttoxeter Town Council have offered to fund Citizens Advice to come to Uttoxeter one day per week. Citizens Advice can refer into the form filling service offered by PCN. Start date to be confirmed.</p>	
6.	<p>Prescription Deliveries</p> <p>Sue was contact by a patient to express concern that prescriptions are no longer being delivered by in-house pharmacy. The patient has no way of getting her prescription. It was confirmed there is no funding for this service and the practice can no longer afford to offer this. The prescription can be sent to another pharmacy, such as Carters who do deliver. Ruth to feedback to Sue for patient.</p>	Chair
7.	<p>Any other business</p> <p>7.1 Dr Laura Jamison Gill S and Anita T-E want the practice to know that their experiences of Dr Laura Jamison have been excellent. They wanted this to be minuted and the practice partners to know and for it to be passed on. Gill and</p>	Gill S Anita

<p>7.2</p>	<p>Anita to write to the practice manager. Dr Atherton said it is always valued when trainee GPs receive such feedback.</p> <p>Lynn offered Dr Jamison pro bono coaching as part of her own professional development. Dr Atherton asked Lynn to write to him with the offer for Dr Jamison.</p> <p>Hospital Discharges</p> <p>Chair Ruth raised the issue of patients being discharged without proper information. How could this be combatted? A leaflet maybe to prevent a patient being sent back if not properly prepared. Kerry explained that her role is to help with this and make a phone call. Surgery to consider a notice on the TV screen.</p>	<p>Lynn</p>
<p>6</p>	<p>Next meeting Date</p> <p>Monday, 19 May 2025 at 6.00pm</p>	