

Balance Street Health Centre

Minutes

Patient Participation Group (PPG) Meeting

Monday, 17 November 2025 at 6.00pm

Present: Ruth Kerry (Chair); Gill Simpson (Vice Chair); Anita Thomas (Secretary); Lynn Furber; Ian Rose; Sally-Ann Owen; Suzanne Mackay; Diane Robbins; Sue Dallison; Kerry Fisher; Gill McGowan; Megan Emery (Reception Lead); Alison Winson.

Minutes: AT

Agenda Item	Notes	Action
1.	Apologies Carol Pickering (Treasurer); Tim Hames (Practice Pharmacist); Lorraine Tams; Dr Atherton (GP); Julie Ridge.	
2.	Introduction Minutes from last meeting were signed off as a true record.	
3.	Matters Arising from Previous Minutes	
3.1	Point 3.2 Sally-Ann shared that Megan had sent her a response from the ICB regarding the complaint about Health Harmony, which contained inaccuracies. Still ongoing.	
4	Second Survey From PPG/Practice The questionnaire will again come from Town Council and the PPG. Dr Atherton not present to speak to this.	Sec AT
5.	Letter from Stephen Kinnock MP Jacob Collier has received a reply from DHSC, but like the first one the response seems like a number of cut and paste paragraphs without addressing the issues raised specifically about rural Uttoxeter. PPG agreed that the biggest short-term issue is the lack of transport for sick/vulnerable patients for hospital trips. Sub-committee to respond with appendix of specific case studies of our patients. To also include findings from first patient survey to support our case. Sub-committee, Chair, Carol, Anita, Lynn to respond. Meeting arranged for 11am, 2 December 2025. Secretary to send the letter to PPG for consideration. Draft of reply to be circulated to PPG prior to sending to our MP.	Ruth, Anita, Lynn Carol Sec AT
6	Triage System Megan gave the PPG a comprehensive explanation of how the Triage System was working. Patients can still ring and reception can complete their triage form for them if they do not have internet access. Other ways to access the form is from Practice website, or the NHS app. This change has been advertised on the TV screen. Main issue is education of the patients going forward.	

	<p>Patients are getting a phone call from a GP and then appointment made. Two members, Dianne and Anita have experienced a glitch on send and no response. Forms were not received at desk when they rang, but one did over phone and the other filled form in again and that time it worked. When the message sends there is an acknowledgement that the form has been received.</p> <p>The triage form is the standard form used by many GPs. All nurse appointments are online which is a huge help for the practice. Using this triage system means there is more capacity for GPs now for appointments. It is much better that GP is making decision about the appointment rather than reception.</p> <p>Megan explained the practice will organise a walk-through video for website, the waiting room TV and Facebook to help and educate patients on filling in the triage form. Surgery is open to feedback to improve the system.</p> <p>Thanks were expressed to Megan and her team for managing the transition and PPG fully supports the system and will do what we can to help.</p>	
8.	Any Other Business	
8.1	<p>B12 Injections Can the surgery clarify whether they are done on 12 weeks or 3 months which is 13 weeks. Is confusing for some patients. Megan said she will ask colleague to clarify.</p>	Megan
8.2	<p>Forget-Me-Not Café Dianne mentioned to all that the Café run by Uttoxeter Rotary requires volunteers. A very rewarding volunteer experience. Monday mornings at Wilfred House.</p>	
8.3	<p>Speaker at Next Meeting Megan to ask a Pharmacist, (either the private company down stairs or practice pharmacist) to explain their role.</p>	
9.	<p>Next Meeting Date Monday 12 January 2026 at 6.00pm AGM Monday 12 January 2026 at 6:15pm Regular Meeting</p> <p>Christmas Drinks Wednesday, 3 December 2025 at 7.00pm The Plough, Stafford Road.</p>	