

Waterhouses Medical Practice

Patient Participation Group (PPG)

Minutes

**of Meeting held on Wednesday, 17th August 2016 at The Surgery,
Waterhouses**

Present: Rachel Overton (Chair), Kate Robotham (Practice Manager), Mrs JB, Mrs CH, Mrs MH, Mrs BJ

Welcome – Rachel welcomed everyone to the meeting and thanked Kate for the tour of the new building and facilities, which everyone agreed, were going to be very useful.

Apologies – Mrs AH and Mrs YP

Minutes of the last Meeting – were read and accepted as a true record.

Matters Arising:-

- **(a) Practice Extension – Update on building works** – Kate reported that the Extension was nearly finished but that there was a list of items which she would need to speak to the builder about, and which would need to be finished, before the building could be classed as complete. These were items such as doors that needed refitting, some decoration, and new flooring in some areas. Mrs BJ asked if some of the funding allocated by the NHS had been retained in order for these jobs to be completed and Kate confirmed that this was the case. Kate also confirmed that some of the work such as the non-slip flooring in some areas were not part of the original build cost and therefore were not included in the funding obtained from the NHS. The cost for these would be coming from the Practice.
- **(b) Update on the Surgery Staffing Levels** – Kate had advertised for a salaried GP but had no news on this so far. Another Advanced Nurse Practitioner would be joining the Practice from September. Also an apprentice member of staff will be joining the Practice from The Tardis Surgery to take on Michelle's Administration work and a current staff member will be doing more hours.
- **(c) CQC Inspection Report** - Kate confirmed that the Practice had also gone through a Care Quality Commission Inspection and there had been one area, out of the five, in particular, in which some work would have to be done and completed by the end of September. Kate also confirmed that this had already been done and that the CQC's next audit would be within the next six months in order for them to confirm that the Practice had complied with their findings. All PPG members agreed that they fully support Kate and her staff and were assured that any items identified had been dealt with accordingly, at, what was, a very stressful time.

Any Other Business

- Visit to Alton PPG (Julie) – The visit was very useful and Julie will be going to the next meeting by kind invitation of their Chair Dorothy to further information and knowledge crossover.
- Moorlands Rural & Werrington Patient Locality Group – As quite a lot of the meeting time had been taken up by Kate's report from the CQC, Rachel said that she would still be attending and would give a more detailed account at the next meeting.
- North Staffordshire CCG Patient Congress Update - Mrs BJ informed the meeting that because you have to be elected to the congress this can only be done if there becomes a place available. Mrs BJ stated that if we still wished to do this, we could email them to let us know when a place becomes available. This would not be taken up at this point but may be done some time in the future.
- Newsletter – This is to be resurrected at a date in the near future. Action - Kate
- PPG Awareness - Mrs BJ suggested that PPG fliers and posters could be done again for local groups – WI at Ipstones, Waterfall and Whiston. This was thought to be a good idea for the future. Kate also stated that the PPG information board in the Reception area could be updated. The PPG members all agreed that this should be done. Action: Julie
- PPG Members Comments – The Prescription Box in the patio was not accessible due to the bags of clothes for the British Heart Foundation being in front of it. Kate has confirmed that she will be ringing them to ask if they can do a regular pick up to stop this from happening. Kate also confirmed that the Surgery was thinking about putting a Prescription box near to the Reception itself. Action: Kate
 - Update :** Kate has spoken to the British Heart Foundation and The Surgery will discontinue acting as a collection point. A notice has been put up asking people not to leave bags from immediate effect and people wishing to contribute can ring BHF at Leek for their contribution to be collected from their homes.
- Hearing Aid Users / Continuing Care – Both Rachel and Margaret confirmed that they had been to Specsavers in Leek and were pleased with the care that they had received. However Rachel asked if Kate could find out if patients could be referred to Leek Moorlands Hospital. Action: Kate
 - Update :** Kate has found out that there is no hearing aid service at Leek Moorlands Hospital but one of the referral options is to One Stop Hearing at The Moorland Medical Centre.
- **Date and Time of Next Meeting – Wednesday, 9th November 2016 at 1.00pm at Waterhouses Medical Practice**