

Minutes of the PPG Meeting

Held on 24th May 2012 at 12.00 noon

Present :	Apologies:
Jane Welch (secretary) Louise Whitehurst (practice nurse) F H (chairman) A B H W C H K C H A Patients full names not listed for reasons of Data Protection	B S C S S R
This was our first PPG meeting and it proved to be an interesting and lively discussion	
1. Welcome and introductions – Jane welcomed all attending the meeting.	
2. Clarification of the meeting - The ground rules were discussed including the fact that Patient Participation Group meetings were not for discussion of individual patients' problems, but such problems may reflect general issues, and that feedback would be welcomed. The Practice Complaints procedure was explained.	
3. Election of Chairman & Secretary – F H was elected as chairman and Jane Welch was elected as secretary	
4. What do we want from a PPG? What would you like to see happening? – <p>The group identified that one topic for discussion could be around services not offered by the practice currently.</p> <p>Additional Services - KC expressed the need for a Chiropody service and a Dentist/hygienist for the Tean patients (a mobile service if necessary) to make it easier for the older generation. KC pointed out that there was a Chiropodist close by, but it never seemed to be open. JW advised she would look into this and also the availability of chiropody for diabetic patients. The group also wanted clarity on what to do in a dental emergency.</p> <p>Confidentiality Issue - KC suggested the use of a private room for patients to use to have private discussions with reception staff. JW pointed out that there was a private room available at Blythe Bridge and that patients could request a private discussion at Tean. JW advised that this could be better promoted ie a notice and that at BB, where there is an open plan reception area staff discussing patients only used id numbers</p>	
	JW JW JW

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<p>never names. KC suggested a taped off area at Tean, where patients are asked to “stand behind the line” to respect confidentiality. JW advised that since the practice had had the self-check in system the queues at the reception or window have been dramatically reduced.</p>	
<p>5. Being representative – JW stressed the importance of the group representing a wide spectrum of patients from both the BB and the Tean surgeries. KC said that we need to encourage young blood onto the group. FH suggested we would attract more patients if we varied the venue, i.e. use the village hall in Tean. FH said he would look into this. CH pointed out that we need to actively encourage patients to be involved in the group as it would bring people together and that the village is a wonderful place to live now as there are so many more services available to the residents than there used to be. FH stated that unless people are personally affected by something they resist all involvement. FH advised that a Special Scrutiny Committee had expressed an interest in engaging with the group and would like to come and talk about what is happening within the Staffordshire and SOT Partnership NHS Trust. JW clarified the process on how to have items added to the agenda.</p>	FH
<p>The next step – All members agreed that they wanted to be part of the group and it was a mutual decision that the group would meet on a quarterly basis.</p>	
<p>6. Details of next meeting</p>	
<p>TBC August 2012 at 12 noon at Blythe Bridge Primary Care Centre</p>	