

Minutes of the Third Meeting of the Patient Participation Group for the Upper Tean and Blythe Bridge Surgeries held at Blythe Bridge Primary Care Centre at 11.45am on Thursday December 6th 2013.

Present:- Frank Hopley (Chair), Dr Matthew Burgess, Dr Vamsi Tiguti, Ann Hughes (practice Nurse), Jane Welch (Practice Manager), Hilda Alcock, Ann Ball, Doreen Ball, Ken Ball, Phil Howell, Peter Jones, Brian Moran, Derek Sederman (Minute Secretary).

The Meeting commenced at 12 Noon.

1. **Apologies**

Shirley Rawlings, Louise Whitehurst.

2. **Matters Arising**

Jane Welch said she had been advised that we could use full names or initials in our minutes. The meeting unanimously agreed to the use of full names rather than initials.

Dr Vamsi Tiguti advised the meeting that for some time Dr Kalsi had found that the distance from his home in Chesterfield was making both his work in the Practice and his family life more and more difficult and it had been resolved that he should leave having served the Practice for some 8 months. The Practice had advertised for a replacement GP with a particular wish to find a lady doctor. Dr Vamsi Tiguti pointed out that others in the Practice had learnt that his wife, also a qualified doctor, was looking for a Practice to work in. He stepped aside from the issue while others carried out interviews and indeed the committee were pleased to hear that Dr Usha Tiguti was offered the appointment and had accepted. She will take up her position on January 2nd 2013.

Jane Welch reported that the signage with directions for the Blythe Bridge Care Centre had not been done and it appeared to be a matter of cost and responsibility.

Jane also reported that Eye Test leaflets were now out in the Surgeries. There was a need to speak to local opticians to see what services were possible. Frank Hopley said he would follow this up.

She also reported that the notice board facilities at the surgeries has been re-vitalised.

Frank Hopley also reported that he had been unable to make any contact with those controlling the St. John's Ambulance Service Minibus to learn more about the offer outlined in the previous minutes. (Item 7)

Brian Moran asked for clarification of the figures given under AOB of the DoH patient survey. It was established that this survey was carried out without contact with the Practice and covered 186 Practices. It is not known what the make up of the group was and it was felt that, partly because so little was known about the survey, to keep the figures confidential for the moment.

Frank Hopley queried the situation regarding dentists in the area and promised to look into the position.

Dr. Vamsi Tiguti informed the committee that from April 1st 2013 there would be a new GP Out of Hours provider for the area. Instead of the present system of the centre being operated from Basford, in future it would operate from two bases, Newcastle/Stoke and Leek.

Finally there was considerable discussion on what might be “Focus” topics as short or long term aims. Items listed included the signage outside the Centre, improvement in patient/Practice relationships and proper representation of the community on the Committee.

Brian Moran said he felt there should be a list of priorities and felt that representation of the community and access to all the community should come first. Ann Hughes favoured a mail-out, perhaps once a year, but this might prove expensive with a patient register covering 6,200 people. Dr. Vamsi Tiguti suggested tapping into activities at the village hall and Ann Hughes pointed out that there were regular activities at the Blythe Bridge Hall involving young families. (Mums and babies) It was felt that we would do well to have one person whose responsibility it was to co-ordinate the integration of health issues within various parts of the community. It was suggested that Peter Jones might look at this area in a group set up by Frank Hopley. Brian Moran said that a National Association of PPG’s might have helpful ideas as to how to proceed. Ann Hughes promised to advertise what was available at the moment.

5. Patient Satisfaction Survey

Jane Welch asked that this item be moved up the agenda as it was imperative that it was discussed and time was running out. She emphasised that the list of things she had sent out with the agenda was not her definitive thoughts but was put together to make members of the Group think out the topic. She felt it was important for the survey to appear meaningful and not too long.

Peter Jones asked what lay behind the survey and Dr Vamsi Tiguti said that it was important to differentiate between surveys and that the Practice should have its own figures quite separately from any statistics arrived at by the Department of Health survey and also that some of the questions would be aiming at different aspects of patient satisfaction. Philip Howell wondered whether a “Survey Group” might not be better at looking at the type of questions which might be asked rather than the whole committee sitting at once and Brian Moran felt there was a need to ask first what the target of the survey was before appropriate questions could be asked. It was thus agreed to have a Sub-Committee to design the survey/questionnaire and that Brian Moran should lead it.

It would be comprised of:-

Brian Moran (Chair)
Jane Welch (Practice Manager)
Philip Howell
Peter Jones
Derek Sederman (Minutes Secretary)

Jane Welch asked that the sub-committee meet first in January and that Brian Moran would liaise with her and then other members to arrange a time and place for the meeting.

4. Dementia Care

Jane Welch outlined a new programme which aimed to develop Centres of Excellence to help sufferers. There would be seven such centres in North Staffordshire and the centres themselves would be places of research and development as an increasing proportion of the population were living longer and suffering the problems

caused by dementia. The new programme would aim to be in place by July 2013 but we still need to assess the size of the problem, the problems of travel to any centre by sufferers, the need for carers and for specialised home visits. Dr. Vamsi Tiguti pointed out that dementia takes different forms and that sufferers need as much support as possible. Sadly there has not been a lot of improvement in treatment noted recently.

At this point (1.21pm) the meeting had to close with all present being asked to sign Confidentiality Agreement Forms and hand them to Jane Welch before they left.

Signed.....

Date.....