

## Notes of Aelfgar PPG Meeting held on Thursday 22nd September 2016

**ACTION**

### **Introductions and Attendees**

Beccy Smith (BS), Sue Gittings (SG) (Chair), Kate Crossley (KC), Geoff Stokes (GS), Sue Stokes (SS), Pat Tams (PT), Tegwen Deakin (TD), Carol Holborn (CH) and Gerry Barton (GB)

### **Apologies**

Dr Clark/Dr Huda/Jayne Gould/Margaret Barton/Tracy Rogers/Pam Rogers/Brian Murray.

### **Review of Last Meeting**

Apologies from Chair – action outstanding - website meeting still requires arranging. No issues with notes from previous meeting raised by those in attendance.

### **Items from Practice**

#### **– Practice Website**

Practice Website – two members were unable to access the Weeping Cross site as suggested in previous minutes – SG advised google it and should be easier. Noted difference in two sites – as BS confirmed it is because they are two different providers. SG alluded that patient.co.uk seemed useful tool. Mtg to be arranged for members to discuss in further detail and put forward suggestions to practice. Brief discussion around virtual groups – BS advised if everyone agreed to share their contact email, this is in affect a virtual group and would prove useful for everyone. Mention of photos on other websites of clinicians. Members need to come up with suggestions to the practice and how they wish the website to look.

**ALL**

New appointment system requires tweaking – we have patients demanding to see a particular GP but aren't prepared to wait – DNAs have reduced. Practice mtg scheduled for 27.09 to discuss with Partners/Clinical team

**BS**

### **Items from Patients**

PT advised that she had had good feedback from others in relation to the See the Right Person at the Right Time poster – suggested put on website – BS will action. BS asked all members to continue spreading the word. It was noted from the practice that we are struggling with patients demanding to see a particular GP and not wanting to see any one else. All members felt we needed to promote this poster more widely, and did agree although it is patient choice to see a specific GP we would also just prefer to be seen by anyone if we needed treatment.

**ALL**

SG will set up a new email address for chair – forward to BS who will ensure that all members have this.

**SG/BS**

EPS2 GS/SS stated there had been problems reported with Morrisons but this had somewhat reduced at present. Other members alluded to previous issues with other pharmacies. Practice unhappy that patients appear to be being sent back and forth between surgery and pharmacy. BS advised should anyone have any continuing problems with a particular pharmacy please advise both the Practice Pharmacist (Lisa Alman) and SG who can pick this up on behalf of the practice.

**ALL/SG**

### **Any Other Business**

Aspire Integrated Rugeley – Update

BS gave a brief update as requested as Vice Chair. Many meetings had taken place to look at how and what can be changed for the benefit of us all. Many issues are at this moment in time strategic and therefore no patient engagement has been pushed forward. Everyone very mindful that patients need engagement and AIR board will ensure that this happens when necessary. We have many ideas/discussions ongoing with the four practices in the locality and the healthcare professionals also employed by the local Trust SSoTP (Staffordshire and Stoke on trent Partnership –ie District Nursing Team). IT plays a huge part and discussions around this together with training needs are becoming more of a priority.

GB as chair of the Network PPG forum advised of the Ambassador groups that have been alluded to within the CCG (Clinical Commissioning Group). SG confirmed that these are as we know it Patient Champions. Various discussions have taken place about how patient engagement is tackled and how certain groups can be successfully targeted. He stated that he was under no illusion that the CCG have patient engagement at the forefront of their tasks but wonders how it will pan out with it moving across whole of Staffordshire and how we target those that we are missing out on.

### **Date and Time of Next Meeting**

24.11.16 – 7pm at the practice – members felt it necessary to have practice representation present – next Network Mtg for PPGs is 02.11.16 so our meeting has been arranged after this to allow feedback etc. Please advise BS of any apologies/agenda items via email.

**ALL**