

**PEEL MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP
Minutes of meeting held Tuesday January 23rd 2024 at 5.00pm.**

Present: D Lever (Chair) S Crosby S Greenwood V Levai H Loxton
R Coggins Dr Bedford J Garner B Coleman S Smith M Shott J Dyoss

1. **Welcome** – DL welcomed all to the meeting.
2. **Apologies** - C Arnold L Kellyman
3. **Minutes of previous meeting** – approved.
4. **Practice Update/Primary Care** – SC displayed the results of Questions 5 to 9 of the survey the practice sent out recently. The meeting discussed patient responses and, where appropriate, what action might be taken. **As before, DL will include this information in the next newsletter.** Dr B said patient feedback re the previous newsletter and account of a GP's day has been very positive, and suggested this might make an interesting noticeboard display in the waiting area.
SC gave details of the practice involvement in the MMR measles initiative. Several PPG members were unsure if they had ever been vaccinated; SC advised they contact the practice individually.
5. **NAPP Welcome back homework** – the group went through the 21 actions included in the NAPP article, identifying firstly which actions have been completed by the PPG and secondly which might be reintroduced or started. Several suggestions were made for possible action; this will be the focus of discussion at a future meeting. Dr B mentioned that the practice social prescriber was planning some support for patients, and BC said that specific support for carers of people with dementia was much needed. SS gave details of current support available for these carers. BC said the support needed was on very specific issues carers are experiencing. **DL will add this item to the next meeting's agenda.** HL asked if any other local PPGs had joined the NAPP, **DL will explore this and report back.**
6. **Huw's News** – this is a new agenda item and will be a regular feature of future meetings.
The birthing unit at Samuel Johnson hospital has still not returned; local services are inadequate: there is a huge national shortage of midwives. Consultations are planned to discuss what future provision might be.

George Bryan Centre: the changes introduced following the fire are now permanent ie inpatient care is provided in Stafford and community provision, including the facility at Cherry Orchard, will be enhanced. Consultation will address the future use of the land that previously housed the centre.

There is a planning application for the church next door to the surgery to be converted into six flats. **SC to see if the landlord has been made aware of this.** A planning application to convert the former police station into flats has been refused by the council.

HL queried the availability of 111 appointments for patients. Some 4 appointments have to be kept daily for this. These are additional to the surgery time allocated for appointments each day. Dr B detailed how the system works. For safety reasons there is a limit on the number of patients who can be seen each day. On most days all the 111 appointments are used. RC described his recent experience of this. **This service to be clarified in a future newsletter.**

West Midlands Ambulance Service launched a new service on December 4th 2023. Mental Health Response Vehicles will provide the first choice response for enhanced assessment and care to patients presenting with mental health concerns via 999 or 111. More details on the WMAS website. The service is available from 12 noon to 12 midnight daily. The new service is most welcome.

- 7. PPG Monies; proposals for use** – SC reported that the PPG currently has £676.52 at its disposal. Members suggested local initiatives needing support. SS mentioned Self Sufficient Children which is a new project enabling children to grow items on a local allotment. **DL asked for ideas for the next meeting. She will find out if the PPG can buy items for the practice.**
- 8. Election of Officers** – DL agreed to act as Chair and Secretary for 2024.
- 9. Patient Stories** – BC queried why a driver of a heavy goods vehicle was not seen physically when he required a health check for his job. Dr B explained that when the check is a renewal of a previous check, the patient's history is used and regarded as sufficient unless some problem is revealed.
- 10. AOB** – RC asked why receptionists no longer wear name badges. Dr B said that because the turnover of reception staff is quite high badges would have to change frequently so were no longer appropriate. Similarly, it is difficult to indicate on the patient check-in screen which staff are on the ground floor or upstairs as the use of rooms changes daily. On behalf of SS, SC asked if the next newsletter could include an appeal to patients to give items to the hygiene bank, especially items of feminine hygiene such as sanitary towels. The practice will send patients a text message making a similar appeal.

11. Date of next meeting – Tuesday February 27th 2024

DL thanked everyone for their contributions. The meeting closed at 6.15 pm.