

PATIENT PARTICIPATION GROUP MINUTES

5th August 2019 at 16:00

Attendees: RC, GC, JD, DM, RDV, DC, CK

Chair: DM

Apologies: J O'L, TB, LT.

Note taker JD

1. Minutes of the meeting held in July were approved.

2. As mentioned in the July Minutes.

The problem at the Reception Desk/Waiting area and the "Privacy Stand" has now been rectified.

The Wall displaying the leaflet information area has been tidied. The wall has also been "de-cluttered".

The "Walking for Health" leaflet was available for members to see. Contact will be made with the group organisers for further information.

3. PCN – Primary Care Network

The PCN (Wellington Medical Practice, Stirchley & Sutton Hill Medical Practice, Madeley Medical Practice, Ironbridge Medical Practice, Woodside Medical Practice & Hollinswood Medical Practice). The Network will, when functioning, operate its own business plan in conjunction with the Practices. As previously stated prior to this Wellington Medical Practice will operate, as an interim measure, an increased "Extended Hours Service".

DM attended the "Telford Patients First Group" in July where amongst other items the PCN was discussed. As PCN's are an NHS England strategy the formulation is still very much at an embryonic stage. The PPG will continue to be informed as and when further developments take place with regard to the PCN.

4. Wellington Medical Practice "Open Days".

The Practice during the year has run “Open Days” for various groups of patients. These Open Days are for example, “Hypertension” “Diabetes” and “Women’s Health”. The clinics are successful and are liked by patients. We are now looking to see how the PPG can assist the Practice in improving them for the future.

5. Waiting Room Patient Questionnaires

Discussion was made as to whether the current questionnaires and the methodology of obtaining them could be improved. (PPG members periodically attend the patient waiting area and hand out the current questionnaires to patients waiting for their appointments). It was felt that as some of the questions relate to their current appointment they were asked to comment before they had attended their appointment.

6. Telford & Wrekin CCG (Clinical Commissioning Group) Update

The CCG will attend the next meeting of The Telford Patients First Group in August. They will brief the group on current issues such as the amalgamation of the Telford & Wrekin CCG with the Shropshire CCG.

(CCG’s are responsible for the “purchasing” of health care services on behalf of the residents in its area).

7. NAPP (National Association for Patient Participation).

Our Registration Certificate has now been received and will be displayed on our notice board. Members of the PPG will be able to log in to the members section of the NAPP Website when we have organised our log in and password.

8. Dermatology Service.

This service is provided at a central location at Donnington Medical Practice. Comments have been received about communication problems with regard to notification of “follow-up “appointments. Also location signage on site was lacking especially when these appointments were at weekends or “out-of-hours” when the Practice is not staffed normally.

9. Any Other Business.

There was no further business.

Next meeting scheduled for 4th September 2019.

