

## PATIENT PARTICIPATION GROUP MINUTES

5<sup>th</sup> June 2019 at 16:00

**Attendees:** TB, JO'L RC, GC, LT, JD, DC

**Chair:** JO'L

**Apologies:** DM, CK & RDV

**Note taker** JD

- 1. Minutes of the meeting held in May were approved.**
- 2. Matters arising from the May meeting: - NAPP (National Association for Patient Participation).** We have now received the information booklets. These will be available at the next meeting.

**Wellington Fayre.** Contact has been made with the organisers of the Fayre on the 8<sup>th</sup> of June. Unfortunately there are no vacant stalls therefore the group can't be present. However we will express our interest in readiness for next year.

- 3. Practice update.**

### **Notice Board.**

The notice board is now in the process of being made by "Wellington Signs". On delivery it will be installed. Information will then be displayed about the PPG and other items of interest to Patients of the Practice.

### **Councillor Meeting.**

The Practice recently held a meeting with some Telford & Wrekin Council members. Discussions included problems of patients obtaining appointments. The Practice recognises that sometimes demand exceeds supply and it is not always possible to meet expectations. The Practice continues to explore solutions. The problem affects every Practice in the area to some degree. It is also a national problem and was recently highlighted on the BBC's Panorama programme. The Councillors brought forward other areas of concern. The Practice is now looking at these and will report in due course.

### **Networking.**

NHS England has asked each CCG (Clinical Commissioning Group) to form Network Teams in GP Practices in its areas. These replace the current "Neighbourhoods".

Wellington Medical Practice will form a Network Team with the following:-  
Dawley Medical Practice, Stirchley & Sutton Hill Medical Practice, Madeley Medical Practice, Ironbridge Medical Practice, Woodside Medical Practice & Hollinswood Medical Practice. This is a total of 73,000 patients.

These Practices will work closely together but will not merge.

#### **4. Newsletter Update**

The latest (June) Newsletter was issued and includes items about the PPG, and the NHS App.

#### **5. Open Days.**

The Practice has been running a sequence of Open Day Clinics. Clinics such as Respiratory, Diabetes, Women's Health. Patients are invited to attend (usually by text, email, phone or mail). These are "Drop In" type clinics. The PPG members assist in the administration on the day acting as "Welcomers" etc.

The next clinic is for Hypertension which will be held on the 19<sup>th</sup> June.

The PPG members are making recommendations on how to improve the "flow" of patients through to the medical teams involved. It was also felt that three members of the PPG need to be involved for the Diabetic Clinic. Two members seem to be adequate for the other clinics.

#### **6. NHS APP.**

The NHS has recently released an APP that can be downloaded from the "App Store" on your mobile phone. You will need to follow the instructions and how to register and get the App working. Once working you will be able to make and cancel appointments as well as ordering your repeat prescriptions. Leaflets will be available from the Practice Reception shortly.

#### **7. CCG Update**

NHS England has mandated that all CCG's save 20% in management costs. Most CCG's are looking at amalgamating with neighbouring CCG's. Telford & Wrekin CCG and Shropshire CCG have both decided to amalgamate with each other. It has yet to be decided how and when this is to be achieved.

#### **8. Promoting "Extending Hours" and "Extended Access"**

Discussion was made on the promotion of the two services listed above. It was felt that some, if not the majority, of patients are unaware about these and how they can be accessed. Notices are in the Reception area but unless you know where to look they can easily be missed. An item informing Patients of these services should be considered in one of the forthcoming Newsletters.

#### **9. Any other Business.**

J O'L informed the members about a regular meeting called "Voice of Telford & Wrekin Patients" that is held on the 1<sup>st</sup> Wednesday of each month. These are held in

Dawley House in Dawley between the hours of 3pm & 5pm. All members of the public are welcome to attend. Various members of the Health Services in Telford and Wrekin attend for example from the CCG, Sath, and Community Services etc.

**10. Next PPG meeting :- Tuesday 2<sup>nd</sup> July 4pm**