**RED LION PRACTICE PATIENT PARTICIPATION GROUP (PPG)**

**Meeting on Tuesday 10 March 2020**

**M I N U T E S (draft)**

**Present:** Dr T Berriman T Woodham (Chair) S Wright J Lycett

 R Gardner M Harvey L Saxon

**Apologies:** J Baldwin

1. **Minutes of Previous Meeting:**

Accepted as an accurate record.

1. **Matters Arising:**

None.

1. **Practice Update:**

 ***New Premises***- nothing to report.

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***Complaints/Compliments*** *-* further complaints received about customer service had been resolved and interviews were being held for a vacant receptionist post.

***GP Post*** - Dr Milenkovski (Dr C) was to become a partner from 1 Apr, working six sessions (equivalent to three days) per week and Dr Nuru was to become a salaried GP, working Mon and Wed from 23 Mar From 1 Apr Dr Berriman was to work two days per week.

***Quiet Area in Waiting Room*** - Discussion followed on the viability of this suggestion but Dr Free was yet to be consulted. **RG**

Water damage affecting the secretary’s and treatment rooms as well as the corridor wall had yet to be rectified by the Estates Dept. but room layouts might be affected as Cannock had been identified as a potential Hub in which several GPs would work together. No Estates strategy as yet, either in Cannock CCG or the wider Staffs Partnership. It was expected that Royal Wolverhampton Hospitals Trust would also wish to be involved.

1. **PPG Membership:**

***Inclusion of Group on Practice Website*** - stilloutstanding and to be addressed before the next meeting. The minutes of the last six meetings were to be added to the page with immediate effect.  **RG**

**Clarification of Differences between PPG and Intended Virtual PPG** - the group agreed on there being no necessity for two separate Patient Participation Groups, only one functioning as currently. Dr B asked that the number of patients visiting the website be identified. **RG**

**5 Hospital Services Update:**

***Patient Stories*** *-* the Cardiac Rehabilitation Service wasreported as being excellent, as was the related facility provided at Cannock Leisure Centre.

***Audiology Services -*** withdrawal of services from Cannock was due to be discussed at the CCG meeting the following day. A service was still provided at County Hospital. Provided that hearing aids had been supplied by Cannock or Stafford, as the WVS desk at CCH no longer issues batteries they can now be obtained from the Action on Hearing Loss charity at a drop in session at Cannock Library on the second Tuesday of each month. Otherwise, all Wolverhampton hearing aid services were now centralised at West Park Hospital in Wolverhampton.

***Autism Services*** were also on the CCG agenda as waiting times were increasing due to changes in service provision.

***MICATS* (**Musculoskeletal Integrated Clinical Assessment and Treatment Service) was also for discussion.

**6 Associated Meetings Feedback:**

None received.

**7 Any Other Business:**

Restoring use of the wall mounted patient calling board was being considered, but its compatibility with the current IT system first needed to be checked.

Referrals had increased for (non-medical) **Social Prescribing,** with 42 referrals so far this year, mostly related to mental health issues although loneliness was known to be a major cause of depression amongst the elderly. The awareness of the existence of help groups in the area was recognised

A brief discussion followed on **MiDoS,** an online app designed to assist health and social care professionals/receptionists in ensuring patients were referred to the appropriate clinician, at the right time, and provided up to date information about services close to a specified location.

**8 Date of Next Meeting: Tuesday 12 May 2020**