**Adderley Green Surgery**

**Patient Participation Group Meeting**

**13th February 2019, Longton Health Centre**

**Present: Bev Heath – Practice Manager**

**AS, DH, IJ,**

**Apologies: DR, DP, GW, CS**

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|  |  | **ACTION** |
| 1. | 3 members of the group were present at the meeting today. |  |
| 2. | **Welcome**  Bev welcomed all to the meeting. |  |
| 3. | **Practice Update – Staff & Premises**  Staff: Practice Nurse Kaye has left the practice. Practice Nurse Kath she will not be available for a while.  Only Donna is left but the practice will recruit another nurse.  There will be a new trainee GP with practice.  Dr Bala has had a period of sickness but will be back when she is well. She has recently completed the trainers course and is now an approved GP trainer.  Receptionist Immy has returned from maternity leave.  Planning permission has to be applied for for the construction of an extension at the rear of the Weston Street surgery for the storage purposes. Hopefully this will be passed as soon as possible so the practice can free up much needed clinical space. |  |
| 4. | **Patient Education Events**  There is an idea to hold social get-togethers where patients could discuss issues over tea and biscuits. Diane said there could be volunteers, such as herself, to discuss difficulties with chronic conditions and miss-use of antibiotics for example, or diabetes awareness. |  |
| 5. | **CQC Visit Cancelled**  The planned visit on 14th December 2018 had been cancelled by the CQC 2 days before, as they had been called on an urgent inspection. It will be re-arranged, but the practice is unsure of when this is likely to be. |  |
| 6. | **E Consultations**  The practice is now offering on line consultations. This can be accessed via the practice website. Patients can either look for self-help information or complete an online triage form detailing symptoms which is submitted to the practice. The practice then responds within 48 hours. This is another method of contacting the practice and will be useful for non-urgent queries. |  |
| 7. | **Skype & SMS**  The practice is still looking to get up and running with Skype consultation as discussed previously. We have arranged a refresher training for when Kath is back to more this forward.  We have purchased a new text messaging system and hope to use this more effectively for contacting patients and recalling to attend for appointments. |  |
| 8. | **AOB**  The CCG had a consultation meeting, at Meir, regarding the reduction in rehab. hospital beds down to 132. The preferred arrangement is to have 77 at Hayward Hospital (a PFI establishment) and 55 in private care homes but that would involve the closure of Bradwell and Leek hospitals with no provision in the south of the city. It may be held again because of poor attendance. (There were fewer attendees than the NHS there to deliver it) Flyers can be put up in the surgery regarding any future meetings  Alex said he had heard good news. The land on which Longton hospital was built was donated by the Duke of Southerland and there is a condition in the deeds that specifies that the land can only be used for a specific purpose so unlike other sites it is unlikely that the NHS can sell off the property.  Alex said that the telephone greeting message was too long and Ian said he had difficulty hearing it. Bev said there was provision, in the system, to increase the volume.  The CCG are constructing Integrated Care Hubs where there would be consultant led outpatient clinics such as colon rectal checks, dermatology, nephrology, neurology and minor surgery. The preferred option for Longton is to build it in Greendock Street which has no public service access and to get there from the town would need a patient to navigate the steps on the foot bridge over the A50. |  |
| 9. | **Next Meeting**  **Wednesday 15th May 2019 at 4pm ,Longton HC**  **Thank you to AS for typing the minutes** |  |