**Allen Street Surgery Patient Participation Group**

**Minutes of meeting held on 14 November 2018 at the Council Offices, The Lodge, Tean Road, Cheadle**

Present: Peter Bailey Hazel Meadows

 Mal Bailey Lena Walker

 Andrea Conway Gwen

 Apologies: Frank Meadows, Trish Turner

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|  |  | **Action** |
| **1.** | **Minutes of meeting held on 12 September 2018**The minutes of the meeting held on 12 September 2018 were accepted as an accurate record.  |  |
| **2.** | **Matters Arising*** Andrea said that the doctors were waiting for things to settle down with the three GPs before reconsidering the appointment of an advanced nurse practitioner. The trainee GPs were receiving good feedback from patients.
* There was further discussion around expanding the PPG. Peter said that other PPGs eg Werrington and Alton, invite speakers but with such a small group this was not felt to be appropriate. Peter felt that the surgeries have the access to patients data and it was suggested that they might be best placed to steer patients towards joining the PPG or to put a form in the patient information packs.
* Andrea reported that text messaging for appointment reminders was now up and running. There was an issue that if a person had more than one appointment the reminder would only be sent for the second appointment – Gwen would look into this. The surgery would discuss whether to send satisfactory test results via text message.
* In respect of ghost patients Peter had pursued this as agreed with Nicky Mahoney but had been informed that it was for the practice manager to look into. Andrea said that she was doing some work to validate the list. Members were happy that the surgery was taking appropriate action.
* Andrea circulated a breakdown of the results of the last national GP survey. Members felt that on the whole the results were positive for the surgery and that there was no need for a local survey.
* Peter said that the new door and ramp were a great improvement. The surgery was sorting out the missing “n” from its sign.
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| **3.** | **Surgery Update*** The flu vaccinations were going well. There had been some confusion and supply issues because of the new over 65s vaccination but this would be rectified next year. However uptake had been good and the campaign should be finished by the end of December.
* Andrea said that she had attended a practice managers’ update and a lot of things coming out need to be considered, including staff photographs.
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| **4.** | **Locality Meeting**Peter said that there was concern about the lack of support to the locality group from the practice managers and CCG.  |  |
| **7.** | **Any Other Business**There was some discussion around the withdrawal of phlebotomy funding and a comment that phlebotomy at Meir Primary Care Centre was overloaded and patients having to cue. Andrea said that the practice was still providing the service but this could be reduced for only the elderly and urgent bloods. This was still under discussion. Bloods are still being collected as normal but it was unclear what would happen in the future. Lena commented that change of staff at Ratcliff’s pharmacy had resulted in some problems at the pharmacy. Hopefully this would be resolved soon. |  |
| **8.** | **Date and time of next meeting**The next meeting was scheduled for 11.00 am on Wednesday 9 January 2019.   |  |

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