

Dr J M Pilpel & Dr V C Tiguti
The Surgery, Old Road, Upper Tean, Stoke-on-Trent, ST10 4EG
Tel 01538 722323, Fax 01538 723363 Dispensary Tel 01538 722215
Blythe Bridge Primary Care Centre
Uttoxeter Road, Blythe Bridge, Stoke-on-Trent, ST11 9NT
Tel 0300 1234017, Fax 0300 1234301

Minutes of the PPG Meeting
Held on 28th November 2013 at 12.00 noon

Present :	Apologies:
Jane Bentley Frank Hopley (chairman) Pete Jones Hilda Alcock Jenny Perrett Hazel Walker	Ann Hughes Derek Sederman Sue Critchley Shirley Rawlings Ann Ball Helen Garner Gill Povey Dr Pilpel Dr Garlapati Doreen Ball Kenneth Ball Dr Tiguti
1. Welcome and introductions – The group welcomed new member, Jenny Perrett to the Group.	
2 Minutes of the last meeting – the only amendment was to point 7, the constitution. This was drawn up in the early days of the PPG, but would be reviewed in the near future.	
3. Wall mounted defibrillator – JB explained that she had made enquiries as to if our defibrillator was suitable for external wall mounting, but sadly it was not, so we could not take this matter any further at this time.	
4. Update of new GP - JB updated the group on our new GP, Dr Suneetha Garlapati and added that Dr Garlapati was a lady GP and was keen to be with the practice long term and hoped to become a partner in the future.	
5. PPG ideas on how to reduce A&E attendances – PJ felt that there was no confidence with the out of hours service as it was too difficult to see or even speak to a doctor. PJ felt that if patients have had a bad experience with out of hours they will tend to go to A&E straight away if the surgery is closed. PJ felt that the problem was entirely an administration problem; they put up a brick wall and make it very difficult for patients to speak to the doctor. FH said that he would bring this subject up at his next CCG meeting. PJ suggested we ask the question, “have you experienced difficulties accessing services out of hours?” in our next practice survey. PJ said on one occasion he had been explaining for 25 minutes before being given the information that he would receive a call back to see if he could be fitted in for an appointment	
6. Practice Website – At the previous meeting it was suggested that all look at the practice website and give feedback at this meeting. PJ and FH both felt the website was satisfactory, but no one else had managed to look yet. HW said she would ask her daughter to help her look and let us know.	

FH

HW

Dr J M Pilpel & Dr V C Tiguti
The Surgery, Old Road, Upper Tean, Stoke-on-Trent, ST10 4EG
Tel 01538 722323, Fax 01538 723363 Dispensary Tel 01538 722215
Blythe Bridge Primary Care Centre
Uttoxeter Road, Blythe Bridge, Stoke-on-Trent, ST11 9NT
Tel 0300 1234017, Fax 0300 1234301

<p>7. Dementia Group - FH has been busy doing the necessary to set up the group and is looking at a start date of 15.1.14. This will run fortnightly, possibly on a Wednesday between 10 and 12am, from the Blythe Bridge Village hall. He has secured £1682 funding, which will cover the rent, a HIFI for background music, refreshments, posters, flyers, printer toners, record books and insurance, which will also cover the volunteers. He has used the constitution obtained from CSV and applied to open a bank account. FH thinks he already has 2 volunteers. JB agreed to keep the financial record book. FH stated that he hopes to have the full support of the doctors with regard to promoting the group to patients and the occasional presence. FH hopes that members of the surgery will be able to attend on the opening of the first club meeting. Frank provided a suggested letter headed paper for the group. PJ wanted to thank FH for all the hard work he has put in to this point and all the group were in agreement with this and were happy with how the arrangements were going.</p>	
<p>8. Any other business - JP asked the question, "why can patients not ring the surgery and speak to a doctor" she felt that if the doctor was available for telephone consultations maybe there would be less attendances at A&E. She said that this used to be available to patients, but of late patients were being told they could not speak to the doctor and had to make an appointment. She said that she felt guilty taking an appointment unnecessarily when a brief chat over the phone at the end of surgery would do. A number of the group members were in agreement with this. JB said that she would feed this back to the doctors. FH brought the meeting to a close and JB thanked everyone for attending</p> <p>The meeting closed at 1.20pm</p>	JB
<p>6. Details of next meeting 27th February at 12 noon at Blythe Bridge Primary Care Centre</p>	