

MEETING NOTES

P.P.G. Meeting

7th April 2014, 12noon-1.00pm Location: Seminar Room @ The Surgery.

Initial	Present	Initial	Apologies
ML	Marlene Lambeth	JT	Janet Taylor
JE	Jane Emery	KR	Karen Reid
GW	Graham Welford	VB	Vera Browning
JG	John Gainford		
JH	Janet Hammond		
TJ	Trudie Jones		
MP	Margaret Polack		
HBR	Dr Hanora Richardson		
LOS	Lisa O'Sullivan		
JN	Jacqui Nicholls		

Item	Notes	Action
1	Welcome and introductions	
2	Matters arising from the previous meeting. Dr Stone would like to feedback that she also feels Age Concern are a great service, as they offer a lot of help and often recommends that patients contact them.	Thank you & noted.
2.1	GW - Advised that regarding the wheelchair & fundraiser items, firstly would like to apologise for my non-attendance at the last meeting but was called away with work at short notice. However, I would like advise that whilst away, it has come to light that I can donate a wheelchair for free to the surgery on behalf of the PPG without the need to do any further fundraisers for this item". ML – Asked the group if anyone can think of any other items the surgery need that we could fundraise for?	The PPG thanked GW , this is such wonderful news. GW will email LOS with the choices of chairs for HBR & LOS to pick which one the surgery would like, and then let GW know, it usually takes about 7-10 days then for it to be delivered. Once we have received the Wheelchair the surgery will put a poster up on the PPG Noticeboard. Andy to do poster. The PPG advised they will give this some thought.. HBR advised that we will ask the partners and all staff for their thoughts as well.
3.0	HBR - Survey Results. HBR - Advised that everyone now should have received the email regarding the survey, and confirmed that all members are happy with the results.	TJ – Enquired if she could be sent a copy of the survey results please? LOS – Yes, of course, we will post TJ a copy out to her home address.
4.0	ML – Advised that she has attended a CCG Meeting last week regarding 'Vision for 2014' and what might happen in 10 yrs time etc... There is another meeting in May and anybody is welcome to attend. Cont.....	Noted.

THORNLEY STREET SURGERY

	They also talked about people who live alone, that have recently spent time in hospital then discharged back home, and this can be very daunting as they live alone. ML is looking into whether there is such a service whereby volunteers go and visit people who are on their own and will stay for a cup of tea and a chat. If anyone knows of a voluntary service please could they let Marlene know?	
5.0	ML – Advised that JG came up with a very good idea about leaflets earlier before the meeting began. JG – Advised that some services need to advertise more and posters really need to be displayed upstairs and downstairs within the surgery.	JG – Advised that he is happy to look around the surgery to see what we have/have not got and send in his suggestions via email. ML – Advised that she will try and obtain more leaflets on healthy eating from Public Health at the Civic centre.
6.0	JG – Enquired – if there is someone who arrives late to the PPG meeting how will they get in? HBR – Advised that they would just need to let a receptionist know at the desk and they will be happy to bring them into the Seminar Room to the meeting.	Noted.
7.0	JE – Advised that whilst she was queuing in reception she had noticed 5 people use the check-in screen and not one had used the Alcohol Gel. Could there be a poster put by the screen?	HBR – Replied, yes, we will ask Andy to do one.
AOB 1.0	GW - Advised that he has a query on behalf of a friend regarding E-Prescriptions. If a patient is signed up to the electronic prescribing service, then decides to go and stay with a family member out of Wolverhampton, can they Opt out of the EPS, then Opt back in to the EPS when back in Wolverhampton?	LOS – Enquired and yes, patients can Opt – In and Out, however there is no need to do this, all the patient needs to do is nominate a pharmacy close by to where they will be staying whilst out of Wolverhampton, then once back home nominate their usual pharmacy again. Please Note: The Surgery is currently considering implementing the Electronic Prescribing Service, and we will confirm/update members at the next PPG. Further information can be found on: http://systems.hscic.gov.uk/eps or ‘google’ ‘Electronic Prescription Service’. If anyone has any pertinent points/questions, please do feel free to email them to me (Lisa) and I will forward to Dr Stone who would more than appreciate your feedback via email.
2.0	ML – Advised that if you are over 60 and on benefit you can apply/obtain a new boiler from Age UK.	Noted.
3.0	GW – Advised that he has been helping a few neighbours recently and would like to share with the PPG that British Gas have been overcharging and it is worth checking if anyone has got a British Gas Plan. Approximately £1000 one lady got back, if you go onto the British Gas website and log-in, then if you’ve been overpaying, click on refund button and you will	Noted.

THORNLEY STREET SURGERY

	get the money back in your bank.	
4.0	JG – Enquired if the surgery could consider some high-seated chairs for the upstairs waiting rooms if possible, as patients sometimes struggle getting up from the existing seating within the upstairs waiting room.	Noted, the surgery will need to look at the space available for extra seating etc.
5.0	ML – Would like to let the PPG meeting know that we have 35 members now to this group. Some surgeries only have approx 15, so this is great news!	Noted.
	<i>The Next PPG Meeting will be held on: Monday 16th June 2014 @ 12noon – 1.00pm. Location: Thornley Street Surgery - Seminar Room.</i>	