

MEETING NOTES

P.P.G. Meeting Minutes

3rd August 2015, 12:00-1.00pm Location: Seminar Room @ The Surgery.

Initial	Present	Initial	Apologies
ML	Marlene Lambeth	KR	Keeley Ryder
HBR	Dr Richardson	JT	Janet Taylor
LOS	Lisa O'Sullivan		
JN	Jacqueline Nicholls		
JE	Jane Emery		
JH	Janet Hammond		
TJ	Trudie Jones		
PB	Peter Burt		

Item	Notes	Action
1.0	<p>ML – Welcome and introductions:</p> <p>Minutes from last meeting –</p> <ul style="list-style-type: none"> Friend and Family Test – ML asked if we had noticed an uptake of FFT cards received following on from her onsite distribution? ML also advised that if it was useful she is more than happy to come along and hand some more out. JH also advised that she would be willing to come along as well and give some out. Dementia Week – ML advised that this went down very well indeed, especially the one at Low Hill. There is also a Dementia Garden opened up, suitable for people with Dementia, in Swanmore Close, Off Trysull Road, Bamber Close, Wolverhampton. Wolverhampton Homes received some lottery funding to do it. The opening of the Garden was fantastic. However, ML has heard that the Dementia Ward at New Cross Hospital is under threat of closing, as the ward is not big enough. The CCG apparently are not putting their funding into it, and they are wanting every nurse to be trained in Dementia, and ML feels general wards are not equipped to deal with Dementia patients and is a growing concern of Marlene's (ML's charity is Dementia). There will be an audit of services later in the year as it is thought that the CCG want to combine Mental Health and Dementia together at New Cross under the same umbrella. ML will keep us updated. ML is now getting schools involved in becoming Dementia Friends. 	<p>KR to feedback on FFT received.</p> <p>JH will call LOS to arrange a suitable time etc.</p>
2.0	<p>AGM – ML advised that it was well attended there was a choir and Asian dancers. Unfortunately HBR only had 3 days' notice so was unable to attend. ML advised that she will feed that back.</p>	
3.0	<p>Neurological Disorders Meeting – JE advised that she attended the last pop up shop and it was very interesting, Health watch & the CCG were there, there were stalls and a massive turnout.</p>	

THORNLEY STREET SURGERY

AOB	<p>Healthy Lungs – ML advised that there is going to be another pop up shop by Poundland in the Wulfrun Centre in Town. They have been allocated 2 days, 11th & 12th September. Marlene asked if she could advertise the ‘Singing for Lungs’ here at the surgery, this is going to be a weekly event whereby a man comes along with his guitar and background music and encourages everyone to sing, this may start late September.</p> <p>Reception Desks – ML advised that when she was here giving out the FFT cards, she witnessed how busy the surgery was and that some patients were getting frustrated waiting in the queue when all they wanted to do was to pick up a prescription. ML asked if it would be possible to have a designated reception desks for separate things, i.e. a prescriptions desk, a check-in desk (if the automatic check-in screen is not working), a separate area for registrations etc. Even if it is only at busy times, you could maybe put signs up during these busy times.</p> <p>Patient Toilets – TJ advised that on two separate occasions the patients toilets were a mess, with toilet paper everywhere. HBR replied that we did not have any cleaner’s off at those times, but the toilets are in use all day so it may well have happened after the cleaners had gone.</p> <p>Macmillan Coffee Morning – ML asked if we will be holding a coffee morning again this year. JN commented that we are not open now on Saturday, general discussion took place. HBR advised that we will look into it and if feasible to coincide with the Flu Clinic’s then we will. HBR advised that KR will look into the flu clinic schedule for later on in the year and we will get back to Marlene on this.</p> <p>ML – Advised that we should wait to find out what is happening regards the Macmillan coffee morning before we set another PPG meeting date. All agreed.</p> <p>ML – Closed the Meeting and thanked everyone for their attendance.</p>	<p>HBR replied, yes of course it can be advertised on the PPG Board.</p> <p>HBR advised that KR will discuss at the next Team W event to see what ideas/solutions if any and feedback.</p> <p>Advice is to inform a receptionist if you are not happy with the toilets and we will feed back to KR for her input/any suggestions.</p> <p>KR and LOS to liaise and feedback to Marlene with a future PPG meeting date/Coffee Morning availability.</p>
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