**Patient Participation Group – Joint Meeting**

**The Horse Fair Practice Group**

**Tuesday 18th June 2019**

**Attendees**

Dr. Mukesh Singh John Brett (PM) Nikki Ingram

HFPG PPG

John Marston John Hanaway Gifford Foote Dave Thacker

Dennis Cooper Pat Winfield Carl Bennett Tom Barry

SANDY LANE PPG

Mike Sutherland Paul Gallagher George Gaye Jeanagh Punter

Peter Heaton Linda Heaton

**Apologies**

Sarah Hands (HFPG)

John Brett welcomed all members to the Group and thanked everyone for attending and agreeing to work together. It was suggested that maybe the Chairs from both groups could alternate chairing the joint meetings. This was agreed.

**Points of Discussion**

1. Community Communication within Surgeries

It was suggested that the PPG could use the many Community Groups as a way of contacting the local community. Advertising more local events and activities through the Practices with the Website and calling in screens.

JB spoke about developing the PPG tabs on the Websites.

Group Discussed getting more information about the Brereton Million Health Campaign and using this as a platform along with the service that George offers through the Leisure Centre.

Carl Bennett expressed concern about the lack of information and minutes of meetings coming from the Local CCG even after been requested on many occasions but he doesn’t receive them. Paul explained to the group that the minutes are available on the website for anyone to obtain.

Paul also pointed out that he is aware the minutes had been emailed to Carl on numerous occasions. It was clear that not everyone has access to the Internet so it was suggested that copies could be sent to the Chairs of each group for distribution at their meetings. This was agreed.

Members thought the free newspapers and magazines such as City Life and The Advertiser could also be used for promoting items. Horse Fair Practice currently advertises their PPG in the Rugeley Advertiser and the Armitage/Handsacre Advertiser.

There was a discussion regarding the input of local press and the media. Many members stated that they have contacted the press in the past, sometimes daily, about Health issues and they never publish them. This is the same for issues sent from the CCG.

1. Social Media

It was highlighted that Sandy Lane appears to get a lot of bad press on social media and in particular Facebook. This is the problem with social media and people are more likely to rant and share bad experiences than praise people/services. Horse Fair tends to reply to their negative comments in a professional informative manner or suggest they contact the surgery and use the complaints procedure. This tends to stop the negativity in its track

John Marston asked on average how many complaints the practices receive. John Brett replied Horse Fair have had 15 in the last 12 months which was deemed an excellent rate considering the patient list size. He said Sandy Lane were higher but had started to reduce as problems in the system are improved.

Jeanagh Punter had been to Sandy Lane today for an appointment and wanted to point out that the place seemed happier, patients were commenting about how nice the new doctors seemed. She said the staff had smiles on their faces and it was a nice place to be. John Brett commented that a lot of time and effort had been put into Sandy Lane since HFPG won the contract and this was a nice comment to hear.

1. Influenza Vaccination for NHS Staff

John Marston had a press cutting about the take up percentage rate for NHS staff of the flu vaccine. The writer of the article was indicating that perhaps this should be mandatory or staff made to wear a badge stipulating if they are vaccinated or not. John Brett said that Horse Fair have a 70% take up within the staff at the Practice, this is in fact most of the clinical staff that have regular access to patient.

It was highlighted that people come into regular contact with people that have not had the vaccination all through the winter period e.g. supermarkets, socialising and family members and children.

The flu vaccination will not stop people getting the flu it is only to help lessen the effects in our most vulnerable members of society.

1. Any other Business

It was asked if information could be shared at both individual PPG meetings showing the average amount of appointments per week, DNA’s and complaints.

At the end of the meeting Paul Gallagher invited members to an event called ‘Together we are Better’ roadshow and public consultations events.

Below are dates for future events if anyone is interested.

Wednesday 26th June 1pm-3.30 pm (reg 12.30pm)

C J Bayley Suite, Port Vale Football Club, Hamil Road, Stoke on Trent, ST6 1AW

Tuesday 2nd July 1pm-3.30 pm (reg 12.30pm)

Garrick Room, George hotel, Bird Street, Lichfield, WS15 6PR

Thursday 4th July 7pm – 9.30 pm (reg 6.30 pm)

Windsor Room, Stoke Town Hall, Glebe Street, Stoke on Trent, ST4 1HP

Thursday 11th July 10am – 12, 30 pm (reg 9.30am)

Tom Bradley Suite, Pirell Stadium, Princess Way, Burton on T rent, DE14 0AR

Monday 15th July 7pm- 9.30 pm (reg 6.30pm)

North Staffs Medical Inst. Hartshill Road, Newcastle under Lyme, ST4 7NY

Wednesday 17th July 2pm – 4.30pm (reg 1.30pm)

Bourne Room, Wombourne Civic Centre, Gravel Hill, Wombourne, WV5 9HA

**Date of Next Meting**

**Joint PPG** – Tuesday 3rd September 2019 – Hillsprings surgery 12.30 pm

(Chairs of both groups to liaise over agenda items)

**Horse Fair PPG** – Tuesday 24th September 2019 – Hillsprings surgery 12 noon

Please forward any items for the agenda to Nichola.ingram@nhs.net or call the practice.