

**Brinsworth & Whiston  
Medical Centers**

**Patient Participation Group (PPG) Meeting:**

**Minutes of Meeting held at Whiston Medical Centre on 03.09.2018**

**Attendees;**

Chris Fowler (CF - Chair)  
Jan Venkat (JV - Business Manager)  
Jennifer Vernon (JVer)  
Jennifer Venton (JenV)

**Apologies;**

George Skinner (GS)

**Non Attendees;**

Pat Seyboth (PS)  
Margaret Goddard (MG)  
Nigel Simpson (NS)  
Marinel Simpson (MS)

**Agenda Items:**

The Main Topics discussed were the following;

**1. Welcome & introductions**

All members present were welcomed and thanked for their attendance.

Nigel and Marinel sent apologies after the meeting for their non-attendance.

Given the disappointingly low attendance it was agreed that the meeting should proceed on an informal basis and would be minuted as such.

**2. Previous minutes from the PPG meeting held on 6<sup>th</sup> November 2017**

*Update 03/09/18 – As the meeting was not quorate the previous minutes were not confirmed as accurate (to be done at the next meeting)*

### 3. Action items

#### A) Area Wide PPG Meetings

*Update 03/09/18 – It was confirmed that there was a planned area wide meeting for the day following the PPG meeting (on the 4<sup>th</sup> September) and that given George’s unavailability Margaret Goddard had indicated would try to attend. Hopefully Margaret will be able to provide an update at the next PPG meeting*

#### B) Garden Area at Whiston site

SM raised concerns about the untidy nature of the garden and area surrounding the Surgery a concern supported by a number of notes retrieved from the suggestion box in reception.

*Update 03/09/18 – Whiston continues to look better than it did however Jan said that the attendance and work being done by the current gardeners seemed to be sporadic, she also said that a new gardener was being engaged at the Brinsworth site and that if the work carried out proved to be acceptable attempts would be made to get them involved in doing Whiston as well.,*

#### C) Publicizing the PPG and its Members

It was suggested that some doubts regarding the current status of the PPG had arisen following the removal of the group photo from reception at the Whiston site.

*Update 03/09/18 – Jan/Jen to confirm if the article appeared in the Brinsworth Parish Magazine.*

#### D) Queuing system at Whiston

3 Notes were retrieved from the suggestion box relating to the queuing system at Whiston and the withdrawal of the numbered tickets.

*Update 03/09/18 – The situation here is still a cause for concern.*

*CF raised concerns related to when the single receptionist was otherwise engaged (e.g. on a phone call) and the doctor calls for the next patient, he had witnessed this situation cause much confusion and some annoyance among the waiting patients - Jan to consider options.*

#### E) New Members

*Update 03/09/18 – One new potential member (Dorothy Sanders) identified and CF contacted her. She asked if a copy of the minutes could be sent to her so that she could consider whether to attend at the next meeting – CF spoke to Tracy Heczko and asked if this could be done.*

#### **F) Open Meeting**

PS provided JV with contact details for St Andrews Centre and JV agreed to check on availability so that the next meeting could be held there, with notifications to be posted in reception area at both sites inviting patients to attend.

*Update 03/09/18 – It was suggested that the group should consider and understand what we are trying to achieve here. In the meantime it was agreed that a new patient questionnaire should be developed and along with a PPG presence used at one of the upcoming flu clinics. CF indicated he would be willing to attend to represent the PPG and answer any questions related to the PPG and its function etc.*

#### **G) Bin Outside Whiston site**

GS enquired about the possibility of a bin outside of the Whiston surgery

*Update 03/09/18 – There was some confusion around this matter as the last minutes indicated that ‘this was reported by NS and was now in place’, however there is no evidence of any Bin outside the Whiston Surgery – NS/MS to provide update at next meeting*

#### **H) Medical Staff recruitment**

JV advised that it was becoming increasingly difficult to recruit new doctors and that process changes were being considered in order to lessen the impact of the expected loss of a GP in the near future.

*Update 03/09/18- Not discussed, status update required from JV at next meeting*

#### **4. AOB (Includes items raised and comments received via the Suggestion Box)**

- Jan promised to look into the air conditioning system at Whiston
- JenV did mention her attempts to try and return an unneeded NHS supplied wheelchair – despite making a number of phone calls she was unable to identify where the item should be returned to.

My apologies for the format change of the Minutes – I would have taken Marinel’s minutes from the last meeting and updated them but I was unable to access them in ‘Edit Mode’ so have had to revert to the old format for this set of Minutes – Chris F

#### **5. Date of Next PPG meeting:** Next meeting scheduled as follows;

Brinsworth Medical Center - Monday 12<sup>th</sup> November 2018 at 14:00