

**STONY MEDICAL CENTRE
PATIENT PARTICIPATION GROUP**

Minutes of PPG meeting held on 20th January 2020 at 10.15am

Present: Judith Williams (Practice Manager), Sue Graham (Chair), Gillian Thompson, Philipa Prescott, Crad Allerton, Angela Turner, Joan Crossan

1.0 Apologies:. Angela Aaronson, Ron Powell Sylvia Waddington.

2.0 Minutes of last meeting

It was agreed to publish the minutes of the last meeting on the website.

3.0 Matters Arising - There were no matters arising

4.0 Donna Young - The new Paramedic attended the meeting and outlined what she will be doing in the Practice. She will be one of the first points of contact with the patient and use her assessment skills to recommend the next course of action, She does home visits and can, if necessary, recommend that the patient goes to hospital. She is based at Stony Stratford but may also be used in other parts of the Network.

Her role is different to that of the minor illness nurse and it was recommended that an explanation of the roles of the Paramedic, Physician Associate, Minor Illness Nurse and Social Prescriber together with their photographs is published in the practice newsletter and on the TV in the waiting room.

5.0 Chair - Sue Graham will continue as Chair of the Stony Medical Centre Patient Participation Group and it was agreed to review roles in the group annually. There are Patient Participation Groups in each of the practices in the Network.

6.0 Complaint Review - There are an equal number of complaints that, after investigation, are either upheld, partially upheld or not upheld. Many of the complaints are related to access to the patient's own doctor but it was considered that a breakdown of the types of complaints and also of the number of compliments would be useful.

7.0 PCN Update - The network holds educational evenings and invites patients who may be interested in the particular topic that is being presented and discussed. The last talk was on dementia and future talks are arranged on allergies in March and diabetes in May. They are held at Shenley Church End and mostly attended by Watling Vale patients but a search is on for suitable venues in Stony Stratford/ Great Holm areas.

8.0 Sharing the Load - 2 jobs were allocated to members of the PPG. They were an analysis of procurement costs and an investigation into the possibility of altering the building to provide more back office space.

Other jobs will be discussed in more detail at the next meeting.

9.0 Any Other Business

NHS Choices Website is out of date for this practice

Energie Fitness in Kiln Farm is offering one month free membership for over 40s in the practice. These are offered when health checks are done where appropriate.

Meeting finished at 12.15

2020 Meetings (all starting at 10.15): 9th March, 20th April, 1st June, 13th July,
24th August, 5th October, 16th November.