

Minutes of Ashley Surgery PPG held on March 3rd 2016

Introductions were made and a warm welcome extended to new members.

Denise, the practice manager, gave a brief update on the following developments within the practice:

- Phlebotomy service is now operating one day per week, currently Tuesday, and a service is being delivered to an average 38 patients who appear to be hugely appreciative of having a local service. Denise is hoping to be able to extend the service as resources allow.
- Revised Practice leaflets were distributed to members. Members felt that this was a positive innovation. Denise reported that the demand for the leaflets had been steady.
- Newsletter: Members were shown the recent newsletter along with the early draft of the Spring Newsletter which contains an article from the PPG.
- Age UK liaison: Members were advised of the success of a home visiting service for elderly housebound people that was now part of the portfolio of services on offer by the practice. The new service is operating across the whole of the practice area and is well received by patients.
- Charlotte Harper, Practice Nurse attended the meeting and spoke about her dual roles. Whilst Charlotte works as a Practice Nurse at the surgery she also has a role of Nurse Facilitator for the CCG. This gives her unique insights in to the operation of other PPGs and is able to highlight best practice from which we can learn.

Members were advised of the existence of a number of local services which are of benefit to patients:

- The befrienders' scheme is flourishing and arranges social activities for local housebound or socially isolated individuals. This is a valued service which is flexible and responsive to the needs of the local population. Additional volunteers are always being sought.
- Car Scheme is another voluntary scheme which facilitates the transport of individuals and/or their carers who have need of transport to appointments to facilitate their health care. Users of the service pay a small charge and volunteers receive a payment of 45p per mile for journeys undertaken.

It was suggested that a local directory of services would be useful. The PPG offered to facilitate a meeting to enable representatives to get together with a view to developing such a directory.

A previous suggestion of the surgery offering "Health Walks" was raised. This would enable and encourage patients to take gentle exercise with the consequent health benefits in a sociable setting around the lovely country lanes of local villages. A suitable volunteer who could be found to act as a leader/co-ordinator would be needed.

Members were asked to consult with suitable individuals within the community. The



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attached article details an equivalent service at Denise's former practice in Cheshire

Chiropody/Podiatry services: A query was raised regarding the development of a local practice based service for those patients who meet the criteria and who at present have to travel to Madeley or some other venue for their treatment. It was agreed that the practice would include a specific question for patients in the next "Patient Survey". This would provide an estimate of the numbers of patients requiring the service and help inform any future discussion and negotiations.

Patient Fund: The balance in the Medical Fund Current Account is £877.27 plus on Deposit £10.45. These are taken from the last statement received up to December 31st 2015.

AOB: Members were advised of a quiz for local community groups to take place on March 19th. Details from Eric Pemberton [ericp1939@gmail.com]

Members and staff were thanked for their attendance.

The meeting concluded at 7pm

Date and time of next meeting: June 2nd 2016