**RED LION PRACTICE PATIENT PARTICIPATION GROUP (PPG)**

**Meeting on Tuesday 9 April 2019**

***M I N U T E S***

**Present: J Baldwin (Chair) S Wright J Lycett M Harvey R Gardner**

**Apologies: Dr T Berriman T Woodham**

**1 Minutes of Previous Meeting:**

Accepted as an accurate record, subject to amendment in ***4 New Premises***from ’minor’ (alterations) now ‘major’.

**2 Matters Arising:**

The appointment of Dr G Free as Chair of the CCCCG and of the Membership Board had now been confirmed.

**3 Practice Update:**

**New Premises:** No funding is available for new builds but is available for refurbishments. A decision was optimistically awaited from the CCG onfunding for the ‘gutting’ now found to be required, of the proposed Cannock building.

**Complaints/Compliments:** Various verbal compliments had been received but no complaints. A discussion followed on complaints and complainants and the better positioning of a notice informing patients that abuse would not be tolerated. The practice manager had in the past struck off a patient who was abusive to receptionists.

**4 Hospital Services Update:**

**Patient Stories:** A group member detailed a recent visit to her GP, the resulting swift referral to a Consultant at County Hospital (her choice of hospital) a procedure soon carried out, and the care received, for which she was very grateful. A discussion ensued on Patient Choice and satisfaction with services in hospitals in the area. The practice manager had in the past referred patients to Alder Hey and Great Ormond Street Children’s Hospitals.

Another group member had received excellent care at Rowley Hall Private Hospital.

**5 Meetings Feedback: Cannock Practices Network Patient Group / Cannock Chase District Patient Group (3 Localities) / Primary Care Committee**

None received.

Minutes and/or bullet points for meetings held from November onwards had been requested from the practice but were still outstanding as the requests had been overlooked. The practice manager was to locate the documents and forward to group members. ***RG***

**6 Dementia Action Alliance:**

The Dementia Friendly Practice was invited to participate in the Dementia Action Week 20-26 May, as well as displaying posters from The Alzheimer’s Society to raise awareness of the condition. ***RG/SW***

Offers of help were to be made by the Society to all practices, with diagnosis rates in some being lower than expected and still not meeting NHS England’s targets. It was argued, however, that patients would not be diagnosed if the disease was not present!

The Memory Service was meeting their targets and positive work was being carried out.

**7 Any Other Business:**

Resulting from a recent complaint made by a member to Boots Head Office, the group was advised that their stated response time to a complaint would not be met, or any further action taken, if the call handler had chosen to record the complaint as ‘feedback’ rather than as a complaint. This was not acceptable.

**8 Date of Next Meetings:**

**11 Jun 13 Aug *(TBC: 8 Oct & 10 Dec)***