**The Tardis Surgery – Patient Participation Group**

**Wednesday 15 January 2020**

**Minutes**

**Present:**

Brian Clare

Sue Clare

Zaneta Jackson

Susan Pyatt

Ann Redfern

Leslie Thompson

**1. Apologies:**Doreen Beresford

Emma Forrester

Betty James

Maureen Tatum

Bridget Thorley

**2. Minutes**

The minutes of the November 2019 meeting were approved, dated and signed as a true record.

**3. News from the Surgery and questions from PPG members - SUSAN PYATT**

SUSAN PYATT and CLAIRE WALKER thanked ANN REDFERN for producing and distributing walking group flyers.

***Receptionist training / care navigation***

HELEN and AMMA have joined the Reception team.

All Receptionists go on further training to enable them to “triage” patients, in addition to attending a care navigation course. Surgery management appreciate that care navigation can appear to be nosy but rest assured, it is not. The Tardis Surgery is the best surgery in the area for appropriate care navigation at the moment. For example, if a relative of a patient suffering from dementia calls us and expresses concerns about coping, our Receptionists are trained to inform the relative about our specialist dementia nurse, healthcare professionals who can visit them at home etc.

If a patient has a problem with their eyes, we can refer direct to an optician immediately, rather than the patient having to attend a GP appointment first.

Receptionists ask patients what their problem is to ensure they receive the

timeliest and most appropriate care possible.

SUSAN PYATT asked PPG members to report back to her regarding experiences of these services.

***St Giles’ / Tardis Surgery Wellbeing Café***

The Surgery is meeting with St Giles Year 4 teacher, Kate, to discuss this further. The school would like to hold the Wellbeing Café as part of the project on the wider community.

The Surgery will invite socially isolated patients to the events which will be held monthly in the St Giles’ school hall.

Dr Bernard Shevlin will attend a future event to lead a singalong. Dr Upton, Dr Kaur and other members of the Surgery’s clinical and non-clinical teams have pledged to attend.

The Tardis Surgery will provide tea, coffee, sandwiches and cakes.

Each event will have a different theme, for example World War II, singalongs.

SUSAN PYATT to speak to St Giles’ about music. BRIAN and SUE CLARE suggested providing song sheets.

SUSAN PYATT to ask St Giles’ about facilities and accessibility.

Dr Kevin Upton to take photographs at the first event. NB Check media permissions of the children.

PPG members are welcome to offer their ideas.

***Tammy Fowell***

Our wonderful Head Dispenser, tammy, died on 27 December. All of us at the surgery are very sad. Tammy’s funeral is on Wednesday 22 January.

The next PPG newsletter will feature a tribute to Tammy.

**4. PPG Chair update**

The PPG Christmas catch up was attended by Susan Pyatt, Bridget Thorley, Emma Forrester and Doreen Beresford. Dr Shevlin made a surprise appearance. We were very well looked after by Miguel at The Summer House. Thank you to those who were able to attend.

Outlined plans to feature a “Day of the doctor” feature in the newsletter to cover all the work a GP does during the working (and non-working) day.

**OPEN ISSUES:**

**a. New member welcome – Zaneta Jackson - Rethink**

Zaneta joins the PPG as a patient but also works for Rethink. Zaneta works in Leek (based at the charity’s John Hall Garden) but her colleague, Helen, covers the Cheadle area.

Rethink is a national charity supporting people suffering from mental illness, the branch covering the Staffordshire Moorlands and Newcastle-under-Lyme is North Staffordshire Social Inclusion and Recovery.

Rethink offers a range of services. In Cheadle, the charity offers one to one support for people to work on a goal; surgeries at Cheadle CAB and the Food Bank; peer groups led by service users. People wanting to get involved and use these services need a referral. SUSAN PYATT to inform Tardis GPs about the service.

Rethink also offers housing management advice.

ZANETA JACKSON to give the Surgery leaflets to distribute.

**b. Patient Survey 2019-2020**

CLAIRE WALKER said the momentum of the survey needs to be maintained.

SUSAN PYATT suggested group members attend the Surgery on Fridays during antenatal clinics to approach younger patients. Members to discuss further. Copies of the survey to be made available on Reception.

**c. PPG goals for 2020**

Building on the success of the walking group – how do we encourage more people to attend?

Ensuring the Wellbeing Café becomes a regular event.

Keeping the newsletter going and developing its presence online – via social media.

**d. Researching other PPGs**

Deferred to March meeting.

**e. Future guest speakers – suggestions welcome**

CLAIRE WALKER informed the group Dr Shevlin would like to do a talk at a future PPG meeting. Other members agreed we should take Dr Shevlin up on his offer. CLAIRE WALKER asked members to consider who else we could approach to guest speak at meetings.

**f. Delegation of duties**

CLAIRE WALKER reminded the group it is the responsibility of all members to spread the word about the PPG and to encourage less frequent attenders to join PPG events more regularly. Members agreed to split this responsibility appropriately.

**g. Any other business**

Nothing highlighted.