

# Upwell Health Centre

## Patient Participation Group Meeting

Thursday 14<sup>th</sup> March 2019

### Present

John Richardson (Chair), Jill Bliss, Marlen Moss-Eccardt, Brenda Titmarsh, Sheila Forth, Betty Lewis (QEH), Janet Roden, Gordon Diffey, Yvonne Howard, Elaine Robinson, Pauline Hawksley

**Apologies:** Helen Spriggs, Sue Cowling

### Matters arising

It was noted that Janet Roden was present at the last PPG meeting and that the record of those present should be amended accordingly.

### Chairman's Report

The Chair reported that he had attended a meeting of the Hunter Rowe Trust and had asked the Doctors and Nurses to select a 'big ticket' item as a target for this autumn's Flu-Jab Raffle. The use of a large item would make it evident to those who were purchasing tickets where the money was going to be spent and it would be easier for the sellers to provide an explanation. Suitable publicity in the form of posters and handbills would be distributed as well as a progress graphic in the Health Centre waiting room.

### Treasurer's Report

In view of the Treasurer's apologies for her absence the view was taken and accepted that there would be no change in the small balance held at the bank.

### Practice update

The new pharmacy is now open and up and running but difficulties have been experienced with the dispensing robot causing the Pharmacy to fall behind with the preparation of prescriptions. Because of this patients have had to wait while their prescriptions have been dispensed. The Pharmacy have worked long hours during the evenings and at weekends to resolve the problem. The problems with the dispensing robot have now been solved and work is carrying on to fine-tune the system.

Sadly quite a large number of people using the Pharmacy have been exceptionally rude and abusive to staff leaving staff members in tears. Patience and understanding is obviously in short supply.

Internal changes to the Health Centre continue apace and the work is on schedule for completion in the middle of May at the latest.

### QEH Report

The Governor reported that the Hospital remained 'Special Measures' in which there are five categories, one of which, Caring, was described as being 'Good'. One problem highlighted by the Chair was that the same assessors never visit twice and it was felt that the judgement parameters were slightly different and interpreted differently by different examiners.

Staffing issues remain but are being constantly monitored. The staff recruitment drive is on-going.

### AOB

Members were asked to make a note that the next meeting would be held on Tuesday 14<sup>th</sup> May at 6.30pm. There being no more business the meeting closed at 7.45pm.

**Date of the next meeting, which is the AGM, is on Tuesday 14th May at 6.30pm**