**WARLEY MEDICAL CENTRE - PATIENT PARTICIPATION GROUP**

**MINUTES OF MEETING HELD ON MONDAY 9th OCTOBER 2023**

**Present:**

|  |  |  |  |
| --- | --- | --- | --- |
| Vic | Silvester | Linda Parkes | Hawraz Ako |
| Carole | Silvester | Phil Daniels | Suzy Aldridge |
| Denise | Bridges | Barbara Battersby | Besim Xhoni |
| Linda | Bright | Claire Jones | Bukutoshe Xhoni |
| Tessa | Brotherton | Sandra Nolan | Frederick Bates |
| Pamela | Burridge | Paul Aldridge | Patricia Chivers |
| Julian | Carter | Kim James | Neil Rabone |
| Anita | Davis | Paul Robinson | Jeanette Beckett |
| Tonia | Flannagan | Jeff Barier | Janet Waters |
| Anne | Hartley | A Bradshaw | Vicky Clayton |
| Jon | Holton | Paul Cobb | Carol Green |
| Roderick | Jones | Pauline Clarke | Christine Callan |
| Carl | Ledbury | Deborah Hansford | Kath Jones |
| June | Orr | Chris Anderson | Elizabeth Fanthom |
| Elizabeth | Parkes | Elaine Cobb | Linda Jennings |
| Marian | Sliwinska | Pauline Ward | Donna Taylor |
| Robert | Twomlow | Dreda Tonkin | Carol Wellings |
| Suzane | Ward | Rajani Modi | Lesley Watkins |

**Apologies with Notice:**

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| --- | --- | --- |
| Darren | Ainge | Mark Payne |
| Sapphire | Allen | Cheryl Pritchard |
| Trevor | Ash | Mary Regan |
| John | Beckett | Martiana Rus |
| Gemma | Billingham | Liane Taylor |
| Nicholas | Bright | Eve Thrupp |
| Sarah | Burling | John Wall |
| Laurence | Byrne | Sarah Parry |
| Janet | Carter | Ruth Parkin |
| Ranjit | Chahal | Denise O’Connor |
| Paul | Clague | Kirpal Noble |
| Tina | Clarke | Rebecca Montroy-Windmill |
| Alan | Collins | Kulvinder Malka |
| Treena | Corcoran | Spencer Lee |
| Karen | Dugmore | Raj Katri |
| Kathleen | Dyson | Eva Katri |
| Jennifer | Hall | Gwendoline Jones |
| Linda | Hughes | Fatemeh Jandaghi |

**WELCOME AND INTRODUCTIONS:**

Vic Silvester – Chairperson of the PPG

Vicky Clayton – Practice Manager

Janet Waters – Medicines Manager and PPG representative for the practice

Vic welcomed everyone to the meeting and thanked all for attending.

**BUSINESS OF THE PPG:**

The purpose of the **Patient Participation Group** (PPG) is to develop a positive and constructive relationship between the patients and Warley Medical Centre.

The group will provide input from registered patients to support the improvement of quality and service delivery provided by the practice and the wider health services available to patients or service users.

The meetings are informal with various topics for discussion and occasional guest speakers. Everyone is welcome. The meetings are not a platform for complaints, please follow the practice complaints procedure should you have any issues you wish to raise.

**GUEST SPEAKER & PRESENTATION ON PROSTRATE CANCER:**

Nurse Emma joined us at the meeting and gave an in-depth talk about prostrate cancer.

It is the most commonly diagnosed cancer in men.

Most men with early prostate cancer don’t have any signs or symptoms. That’s why it’s important to know about the risk.

If patients do notice changes in the way they urinate, this is more likely to be a sign of a very common non-cancerous problem called an [**enlarged prostate**](https://prostatecanceruk.org/prostate-information-and-support/just-diagnosed/other-prostate-problems/enlarged-prostate/), or another health problem. But it’s still a good idea to get it checked out. Possible symptoms include:

* difficulty starting to urinate or emptying your bladder
* a weak flow when you urinate
* a feeling that your bladder hasn’t emptied properly
* dribbling urine after you finish urinating
* needing to urinate more often than usual, especially at night
* a sudden need to urinate – you may sometimes leak urine before you get to the toilet.

Nurse Emma also spoke about the treatments available and the recovery times, and then answered any questions from the group. Presentation slides will be attached to the minutes

Information leaflets are available in the practice reception area

Information and advice is also available at https://prostatecanceruk.org

**INFORMATION RE APPOINTMENTS:**

The practice manager spoke about how to book appointments and the changes the surgery has made.

Appointments are available to book 2 weeks in advance, once these have been taken the reminder will be available on the day. The practice offers face to face and telephone triage appointments.

***How to book an appointment:***

You can book an appointment –

* **Online** Via the surgery’s SystmOne online (you need to sign up for this service using the online consent form) Online appointments are released at 9pm (night before) and 7am (morning of)
* **By telephone**, the lines are open 8am-6.30pm Monday to Friday. 8am-9am is our busiest time, if you wish to book a non-urgent appointment you may want to try after 9am. (you can pre-book up to 2 weeks in advance)
* **In person**, the reception opens at 8am Monday to Friday.

The phone lines are very busy between 8am-8.30am (longer on a Monday) but the practice aim to give everyone in the queue an appointment either the same day or the next day.

You will be asked by staff to give a brief reason for the appointment. This is then added to your appointment slot so that the clinician can triage their clinic appropriately. It is also to ensure you are booked with the correct clinician for your needs. i.e advice on travel injections, this would be the nurse not a doctor. The chemist can also help with a lot of minor aliments such as insect bites, hayfever, urine infections.

You can request an appointment with a particular doctor and we will accommodate this where possible. Sometimes your doctor of choice will not be available for routine appointments and you will be offered a different doctor. We are a large training practice, and you may find that your appointment will be with a registrar who is on placement at Warley Medical Centre.

**FUTURE PPG MEETINGS:**

It was decided to hold PPG meetings every quarter. The next meeting will be arranged for Monday 8th January 2024 5.30pm at Warley Medical Centre.

Please let the chairperson know of any topics you wish to discuss or guest speakers to invite.

[vic.silvester@btinternet.com](mailto:vic.silvester@btinternet.com)

The PPG will be looking to elect a secretary at the next meeting (mainly to take minutes and send out meeting invites), if you are interested please inform the chairperson.

**www.warleymedicalcentre.co.uk**