

Minutes:

Wychbury Patients' Participation Group

Held at West Midlands Hospital,
on 20th January 2014 at 6.30pm

1. Introduction to Services Provided By and a Tour of the West Midlands Hospital.

Maria Marsh gave a short presentation on services offered by the West Midlands Hospital that emphasised services for NHS patients. NHS patients receive similar clinical care to private patients, the difference being the additional non medical facilities that they receive. The hospital has two fully equipped theatres, one with ultra clean air technology. The tour lasted approximately 15 minutes and included a visit to the ward where all patients have private rooms (34). Full details of the services offered can be found at: <http://www.westmidlandshospital.co.uk/>
HB thanked Maria for the visit, talk and refreshments provided.

2. Welcome and Apologies

Present Members: Harry Bloomer (Chair), Bill Beardow (Vice-Chair/Sec.), Margaret Heath (Treasurer), Barbara Kilby, Dennis Rose, Jenny Guest, Mr Arulselvan, Mrs Arulselvan and Vicky Rose

Apologies: Bryan Gould, Chris Penn, Dr Steven Coates, Dr Adam Hardie, Julie Baines, Jill Guest, Pauline Christie, and June Waine

3. Approval of previous minutes: The minutes were approved.

4. Bank – update: No change since last meeting.

5. Communications:

a) **Suggestion Boxes:** No suggestion were received.

b) **Wychbury Website:** Agenda and minutes for PPG meetings added along with details of the SilverLine Service.

c) **Virtual Patient Group Communications:** The agenda and minutes were sent to the members.

6. Practice Activities:

a) VR circulated a draft copy of the January news letter and offered the group a section for PPG comments. BB asked if a copy of each news letter could be email to him for circulation to the virtual group members. VR agreed that this could be done. HB asked how the news letter would be circulated (if only displayed in the surgery, only patients who visit the surgery would see it). PPG would like to see it distributed more widely.

Update: Newsletter - will be added to website. It will also be available in each surgery for patients to see.

b) VR told the group that Dr Hegarty has advised her that Dr. Andrew Hindle (CCG Commissioning Manager) will be available on the 17th May to give a talk on dementia but has requested that he be one of the

first speakers as he has other commitments on that day.

- c) VR also reported that Wychbury now has a new prescription clerk – Chloe, who is working closely with Sarah.
 - d) **Practice Survey:** VR stated that they had printed 500 copies of the practice survey and had to date received 300 back. She has been working on collating them. BB offered to assist if required.
 - e) The group were advised that Dr Yarwood Smith was retiring.
 - f) A question was raised regarding who reports from hospitals should be sent to? VR advised that they should be sent to the doctor who had referred the patient for treatment. If incorrectly addressed this could result in a delay of information getting back to the correct doctor.
7. **Prescriptions:** Prescription messaging – Not discussed at this meeting to remain on agenda for next meeting.
8. **Lighting at Cradley Road and parking at Wychbury:** - MH reported the benches have now been totally removed. No replacements provided.
Action: MH to contact Sandwell regarding the replacement benches.

At our last meeting it was reported that Councillor Body would contact the owner of land adjacent to the road and car park at Wychbury with a view to gaining access/ for additional parking.

Action: HB to contact Councillor Body to check progress.

VR had contacted Lloyds Chemist about PPG concerns that staff were continuously parking in disability parking bays at Wychbury preventing patient access: and their staff are now using the rear car park. HB thanked VR for her efforts on this. It was also noted that the trees obstructing the pedestrian footpath had now been cut back following Cllr Body's visit.

9. **Self Care For Life week 18th - 24th November:** HB reported that he had emailed to Cllr Tim Crumpton and Stuart Turner (Lead Member), Dudley Health & Wellbeing Board to arrange a meeting. He was also meeting with Helen Ashford (CCG) on 30th Jan to discuss the "Self Care For Life" [2014] project. It is hoped to involve all PPGs, volunteer groups, schools, chemists and dentists, etc. It is also hoped that through the CCG to measure GP online Self Care (Royal College of General Practitioners) training and involvement with the project. HB hopes the event will encourage those Dudley GPs without PPG's to establish groups, where practices are too small patients can attend their nearest PPG meeting.
10. **Health Care Event [May 2014] - Dementia:** (*See also item 6b). BB has contacted Sue Day from Alzheimers Society regarding a speaker. HB has a contact details for Dudley Council and Age UK regarding speakers. HB will need to know who will be available for the event at the next meeting.
The aim is to attract anyone with concerns about dementia to the event.
Action(s): BB to confirm Alzheimers Society speaker. HB to follow up leads with Age UK and Council.

Update: Sue Day from the Alzheimers Society has confirmed that she will be available to give a talk.

11. **Urgent Care in Dudley:** - Not discussed. On agenda for next Dudley POP meeting and Dudley Healthcare Forum.
12. **Dudley Patient Opportunity Panel (POP):** Next meeting 30th January. BB and HB to attend.
13. **Black Country Neurological Alliance:** Held over to next PPG meeting.
14. **Russells Hall Hospital - PPG:** - DR reported no meeting since last PPG.
15. **Any other business:**
 - a) HB he had been told by a practice nurse that if he wanted a flu jab he needed book one. VR replied that this was wrong. The practice contacts at risk patients regarding flu jabs from a prioritised list.
 - b) DR represented the PPG at the Travel and Transport Discussion, 7th Jan to discuss developing a stronger voice for local people. DR reported possible termination of the Ring and Ride service; use of taxis and private hire, with particular emphasise on the disabled and elderly.
 - c) BB asked if the practice could provide answers to the outstanding suggestions list for 2013 (circulated).

Updates regarding suggestions received 2013:

Fans in rooms during hot weather - this request will be taken to the Practice meeting as some doctors may find them too noisy. (Will be raised again at the May 2014 meeting)

Validity of Prescription - Pharmacist confirms that:
 - a. controlled drug prescriptions are valid for 28 days,
 - b. non-controlled prescriptions are valid for 6 months.VR will ask for this to be added to website.

Hand sanitizers - are not mandatory.

Appointments running late - previously discussed at Reception meetings and receptionists do now inform patients if doctors are running late.

Room temperatures reduced - unable to open windows for obvious reasons, however it will be discussed whether quiet fans can be used.

Drinks Machine - This will not be supplied - health and safety issues.

Toilet smell - toilet at Wychbury is to be replaced.
16. **Date of Next Meeting:** The next meeting will be held at the Chapel House Surgery on the 3rd of March 2014 starting at 6:45pm.

Meeting closed.

Certified to be a true record of business conducted on the 20th January 2014, at the West Midlands Hospital.

Signed: (Chairman)

Acronyms:

CCG - Clinical Commissioning Group (Dudley)

CQC - Care Quality Commission

DGH - District General Hospital

POP - Patient Opportunities Panel

PPG - Patient Participation Group