

Minutes:

Wychbury Patients' Participation Group

Held at Chapel House Lane Surgery,
on 3rd March 2014 at 6.45pm

1. Welcome and Apologies

Present Members: Harry Bloomer (Chair), Bill Beardow (Vice-Chair/Sec.), Bryan Gould, Margaret Heath (Treasurer), Dennis Rose, Jenny Guest, Dr Steven Coates, and Vicky Rose

Apologies: Chris Penn, Pauline Christie, and Mr & Mrs Arulselvan

2. Approval of previous minutes: The minutes were approved. HB report that he had written to the West Midlands Hospital to thank them for the excellent facilities they provided for our visit and the tour of the site.

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

4. Communications:

- a) **Suggestion Boxes:** No suggestion were received.
- b) **Wychbury Website:** Agenda and minutes for PPG meetings added.
- c) **Virtual Patient Group Communications:** The agenda and minutes were sent to the members.

5. Practice Activities:

- a) VR reported on a publication from NAPP regarding patient care in GP practices and commented that in order for the practice to be able to provide that service suggested addition funding would be required. VR to email a copy to BB for circulation to the members of the group. HB commented that the situation regarding GPs had been made worse due to retirement and new GPs followed a massive learning curve. SC noted the retirement of Dr Yarwood-Smith created a recruitment process. HB stated huge NHS cost savings can be made, particular at events where expensive meals are provided for patients as an incentive to attend. He emphasised major cost savings in prescriptions compliance when patients end up in hospital. Intelligent internet use would bring major saving. SC confirmed patients receiving free prescriptions also make GP appointments (costing £25) rather than go to a pharmacy and pay for the medication. SC reported Dr Susan J Hyne was now a senior partner in the practice. SC also explained the changes they had made to urgent care appointments. HB stated changes made should be communicated to all patients. In a recent CCG survey Wychbury patients were the lowest user of the Walk-in centre.

Update: see attached survey from HealthWatch Dudley.

- b) **Practice Survey:** BB circulated a copy of the results of the survey (December 2013 – January 2014). HB thanked BB for his work on the survey and reminded the group that this was a two part survey with the next part due in May. The survey shows that we still have a major

problem with making appointments on the telephone, but also highlighted a big gap between the number of people with internet access and those using the internet to make an appointment (less than 5%). This is an area that could be used to ease the pressure on the telephones. The survey also highlighted that a number of patients had given up on the telephone and now visit the surgery and wait there to book an appointment.

The survey overall gave a good result with a high overall satisfaction. The survey will be presented to the practice at a practice meeting on the 10th March.

6. **Prescriptions:** Prescription messaging – No progress to remain on agenda for next meeting.
7. **Lighting at Cradley Road and parking at Wychbury:** - HB reported that the lighting at Cradley road had been improved. HB to attend Community Meeting in Cradley Heath to thank the council for the improvement and remind them of the dark spot further down the road. HB will contact the Dudley Councillors regarding the parking at Wychbury. DR reported that vehicles were obstructing the view at the exit from the car park and vehicles are parked at Wychbury without blue badges.
8. **Self Care For Life week 18th - 24th November:** HB reported that he awaiting a reply from Stuart Turner (Lead Member), Dudley Health & Wellbeing Board regarding the self-care day. He also reported that he has had two meeting with Richard Gee the GP lead for Dementia and is awaiting an email from him as he want to promote the event in schools. HB will send reminder email to Stuart Turner and Richard Gee. HB expressed his disappointment with the lack of response from Stuart Turner. BB repeated the importance of the doctors becoming involved and complete the RCGPs training course, if we are to make any impact on patients. DR report that a self care event is being held at Russels Hall hospital on 11th of March, DR will try to attend. The meeting with Helen Ashford (CCG) was held on the 30th January.
9. **Health Care Event 17th May 2014 - Dementia:** Speakers from CCG, Alzheimers Society confirmed. An application form for a small grant has been received and BB will make the application for up to £900.
Update: Speakers from Age UK, Crystal (Dementia) Gateway and Dudley Directorate of Adult, Community & Housing Services have now been confirmed. The application for the grant has been submitted, including the cost of producing a short film to be shown at the event regarding a Carer's experiences, a local ex-army sergeant bombardier talking to camera about the experience of watching a close friend/colleague go through the processes of dementia.
Quotes to cover all the services required for the event, total cost £821.01.
10. **Urgent Care in Dudley:** DR reported at a meeting he attended that an out of hours service was to be provided based on five localities across Dudley. The service to be provided by the existing GPs. HB expressed

doubts about the localities being meaningful to the patients they are to serve. SC & VR explained that a GPs work does not end when they leave the surgery, but only after they have completed their paperwork and reviewed the reports from hospitals. It was agreed that the only way the new system could work is if more doctors were available.

- 11. Dudley Patient Opportunity Panel (POP):** HB expressed his concerns regarding the CCG and its approach to POP members, recently an email was sent to a limited number of the POP membership to request them to nominate two members to represent them at a meeting on Urgent Care. The two of the members nominated were then selected by the CCG to represent patients at the meeting, with no reference to the total POP membership. This is undemocratic and should not have happened. DR reported on the meeting regarding developing the future of POPs & PPGs. There is a proposal to align the POP group membership with the localities (this does not currently have the support of the POP membership). The changes to Urgent Care were also discussed, with particular reference to the availability and cost of parking at Russels Hall, as was need for 24/7 working in the NHS. BB suggested that one way to reduce the GPs workload would be to combine the GP surgery and a pharmacy, to allow the filtering of the patients with minor ailments to the pharmacist for treatment. Currently the practice pharmacist reviews patient medication and suggests improvements. BG stated that while he was doing the HealthWatch survey he noted that on a Sunday the pharmacy next to the walk-in centre was closed, so patients needing urgent care could not easily access the medication they needed.
- 12. Black Country Neurological Alliance:** BG reported that they are now gaining momentum and looking at the West Midlands Strategical Clinical Networks, these are the group who are supposed to advise CCG on specialised commissioning. Unfortunately they do not have the information to enable them to perform this task. They are currently trying to recruit a clinical lead in neurology, but to date have not been able to agree terms with the appointed candidate. The work on neurology is therefore currently on hold, until an agreement is reached. The BCNA have now started to investigate the situation and apply pressure to get a resolution quickly. This has identified major gaps to the procedure between NHS England and the CCGs. HB stated that he also was of the opinion that the Strategical Clinical Network was not functioning correctly. He also stated that this was part of his concerns regarding Dudley CCG Urgent Care review and stressed the importance of ensuring that the correct people represented the patients on these groups. BG said he had similar concerns regarding the Dudley Neurological team as this seem to have been forgotten.
- 13. Russells Hall Hospital - PPG:** - DR reported no meeting since last PPG. HB thanked BG for his work with Black Country Neurological Alliance and DR for his hospital liaison role.
- 14. Any other business:**

- a) **AGM:** The next meeting will be the group's AGM, HB advised the group that he will not be standing for re-election as chairman, but will continue as a member of the group. BB stated that he will continue as vice-chairman/secretary if elected.

15. Date of Next Meeting: The next meeting will be held at the Wychbury Medical Centre on the 28th April 2014 starting at 6:45pm.

Meeting closed.

Certified to be a true record of business conducted on the 3rd March 2014 at Chapel House Lane Surgery.

Signed: (Chairman)

Acronyms:

- CCG - Clinical Commissioning Group (Dudley)
- CQC - Care Quality Commission
- DGH - District General Hospital
- POP - Patient Opportunities Panel
- PPG - Patient Participation Group