

Minutes: Of Wychbury Patients' Participation Group Meeting

Held at Wychbury Medical Centre,
on 28th April 2014 at 6.45pm

1. Welcome and Apologies

Present Members: Harry Bloomer (Chair), Bill Beardow (Vice-Chair/Sec.), Margaret Heath (Treasurer), Dennis Rose, Dr Steven Coates, Joy McCormick, Vicky Rose and Pauline Christie.
HB welcomed JM to the group.

Apologies: Bryan Gould, Barbara Kirby, Chris Penn, Jill Guest

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

3. Bank – update: The annual accounts were approved and signed, copy attached. HB commented that our only expenditure during the last year was regarding the prostate cancer healthcare event and that this had been recovered in the form of a grant from Dudley MBC. This year dementia event is expected to cost approximately £822 (not £970 as stated at the meeting). Again this is subject to a grant application to Dudley MBC, but the outcome is not expected until July this year.

4. Committee: Appointment/re-election of committee members: no nominations had been submitted prior to the meeting for election to the committee. DR proposed that the existing committee members be re-elected, this was seconded by MH. The proposal was approved unanimously by the members present. HB and BB stated that although they are prepared to continue in the current positions, they are not prepared to continue attending the large number of external events that they have attended during 2013 on behalf of the group.

Update: A question was raised at the meeting regarding voting procedures, see the extract from the constitution below in answer to the question.

Voting: Subject to clause 11, all questions rising at any meeting shall be decided by a simple majority of those present and entitled to vote thereat. No member shall exercise more than one vote. In case of equality of votes the person chairing the meeting shall have a second or casting vote.

5. Review of Year's Work: The chairmen presented his annual report to the meeting, highlighting the work done across the year and commenting on the Dudley POP's and Healthcare Forum meetings and his concerns regarding them. Copy attached.

6. Any other relevant Business: As a result of the patient survey twenty people had indicated their interest in the group. Of these thirteen had given an email addresses and were contacted by email and seven gave telephone numbers only and were called by phone.

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Update: Of the above, eight had expressed an interest in attending the groups meeting and the remainder in joining the virtual group, all those with internet access were sent the agenda for the meeting and the information on the healthcare event.

7. Communications:

- a) **Suggestion Boxes:** No suggestion were received.
- b) **Wychbury Website:** Agenda and minutes for PPG meetings added along with information regarding the healthcare event.
- c) **Virtual Patient Group Communications:** The agenda, minutes and healthcare event details were sent to the members. A question was asked regarding the information sent to the virtual group members. BB replied that all the information that is emailed to the PPG member is also sent to the virtual group members.

Update: Currently the number of people listed as members of the virtual group is 51.

8. Practice Activities: SC reported that following the retirement of Dr Yarwood-Smith, they had advertised for a replacement widely, but only received one application, who was unsuitable. The practice has therefore taken a different approach to the problem and appoint two advanced practice nurses in place of a GP, who will be able to take on a large percentage of the work normally performed by a GP. SC reported that Dr Minton will be start maternity leave shortly and will be replace by a locum, until she returns.

VR reported that the touch screen in the reception area at Wychbury will be replaced with a new unit shortly and that these will be introduced at the other surgeries in the group, to ease the pressure on reception staff. The telephone system has now had a monitoring system installed and all staff trained in its use to ease the telephone appointment system. The practice will be introducing on-line thyroid screening to allow texting of negative results, where normal results are obtained and no action is needed by the patients; including appointments to see the doctor. The hypo-tension service will follow and other services introduced later. DR asked how the practice ensure inclusion. SC replied those patients would receive a telephone call. HB noted text messages is converted to speech on domestic landlines.

In recent months the practice has been involved in the "Productive Practice Programme", where all the the current practice procedures are been reviewed and monitored. The next stage of the programme start on the 21st of May and on its completion an input will be needed from the PPG. HB noted that about this time the next phase of the patients survey is due to start, covering a review of access to GPs/nurses.

MH told us of an alternative approach where a patient is given a disc

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following the appointment and places the disc into a box to indicate the result of the consultation. HB suggested that this may be useful. VR circulated papers for a number of conferences being held in the near future, including the annual NAPP conference, this year being held in Leeds. No one from the group expressed a wish to attend on our behalf.

The practice are replacing the damaged gate at the top of the access slope to the Wychbury car park with a (kissing) gate. BB asked if the practice has applied for grants to extended opening hours? VR/SC did not think they had.

9. **Prescriptions:** Prescription messaging – Messages can now be added to prescriptions for group messages.
10. **Lighting at Cradley Road and parking at Wychbury:** - Lighting to be removed from the agenda. The lighting of the front of Cradley Road surgery may require in future review.
Car parking at Wychbury is limited and needs increasing. The land next to the lower car park is owned by the Dudley council. The practice therefore need to make an approach to the council if they wish to extend the car parking.
Action: The group requested a reply from the practice partners regarding the car parking at Wychbury.
11. **Self Care For Life week 18th - 24th November:** HB reported no reply from Stuart Turner (Lead Member), Dudley Health & Well-being Board regarding the self-care day. HB has also had a meeting with Tim Crumpton, ST deputy. The response from the CCG was not proactive. Overall a unsatisfactory result, from all the local organisation responsible for healthcare. The outcome from the CCG was to dump the organisation of the event back to HB & BB. We are now awaiting the publication of the theme for the 2014 event by the Self-care Forum. HB reminded the group that currently a simple thing like patients not taking there medication and requiring admission to hospital is costing the CCG £11,300,000 per year, but no action is being take to reduce this.

JM asked about the event, HB explained that it is a national event organised by the Health Care Forum. The event is based on the basic theme of "Self-Care For Life", with an annual theme added on to it.
Action BB to email JM details.
12. **Health Care Event 17th May 2014 - Dementia:** HB gave the group a preview of the film produced for the dementia event featuring the patient voice. The members were impressed by the film and related their personal experience with dementia. The posters for the event have been circulated to the CCG membership groups, to the Dudley MBC for circulation and to libraries in Cradley, Cradley Heath, Lye Stourbridge,

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local shops, groups and clubs in the Cradley area and at Russells Hall. At the last event we had people attending from across Dudley and Sandwell. We will also be placing an advertisement in the Express & Star and the Halesowen Chronicle. KR stated that the practice will add the advert to the practice news letter.

Action: HB to forward a copy to VR.

- 13. Urgent Care in Dudley:** VR reported on her positive experience using the EAU – Emergency Assessment Unit. This is a unit based next to the Accident and Emergency at Russells Hall Hospital, but is access via the main entrance. The unit allows a GP to refer a patient for an urgent second opinion of the patient's condition. DR, our hospital patient representative was unaware of the department's existence. MH asked about the provision of a GP service at the hospital reported in the Express & Star, DR who had attended the last POP meeting was unable to provide any additional information on this. HB outlined the CCG proposals regarding the establishment of five area teams, but DR had not received any update regarding this at the meeting.
- 14. Dudley Patient Opportunity Panel (POP):** BB and HB were unable to attend the last meeting of the POP group due to other commitments. DR attended and reported that the proposed changes to urgent care were discussed. A new PPG at a recent meeting, told DR that currently they only had two members in their group. HB and DR explained how the CCG were trying to increase the number of PPGs in the area, including the option of patients with small single/two doctor practices PPGs working with PPGs from larger practices to provide support for the smaller group. HB also outline our efforts to work with the patient's at Crestfield Surgery for last year's prostate event and this year for Dementia; to date without success. The CCG has proposed that the POP structure should be changed to mirror the CCG structure of five localities. With the proposed structure each PPG would nominate a representative to the locality meeting and the locality meeting would then nominate a member to the POP meeting, thus adding an additional layer to the structure. This was rejected by the current membership of the POP group, as given the small size of the current POP group it would add an extra meeting for members, while not achieving any additional benefits to the group. DR confirmed willingness to attend POP meetings as our representative.
- 15. Black Country Neurological Alliance:** BG was unable to attend the meeting due to other commitments, so this item will be carried over to the next meeting.
- 16. Russells Hall Hospital - PPG:** - DR reported that it is now more than twelve months since last meeting.
- 17. Any other business:** MH asked about the new NHS electronic

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prescription service, SC stated that the practice was working towards the provision of the service using the new EMIS software, but that the service is not yet available. BB asked what was happening regarding on-line appointments, SC replied that additional appointments were being provide on-line, BB asked what was being done to advertise the service, VR said that she was not sure, but would ask the question. JM said that she had tried to register for the service on-line without success.

Unfortunately registration is only available currently from reception at the practice with suitable ID. SC reported that they were having problems with on-line booking where patients were cancelling appointments on-line just prior to the appointment time, thus wasting the appointment for the GP. HB said that Did-Not Attend figures were approximately 30% and asked what DNA rates are with on-line booking?

DR noted that at a recent appointment the doctor decanted a urine sample without gloves. SC said this was not normal practice. JM asked what happened regarding the results of the annual survey. BB replied that the action plan had been added to the website.

JM ask what about those who do not have internet access. BB suggested it might be possible to provide a binder in each surgery with the survey and the action plan for those without internet. SC suggested that it could be included in the practice news letter, which is available in the surgery, JM asked how patient received a copy if they do not attend the surgery. Currently it is not available on the website, but should be added. The news letter is currently circulated to patients with any letters posted to them.

Date of Next Meeting: The next meeting will be held at the Cradley Road Surgery on the 30th June 2014 starting at 6:45pm.

Meeting closed.

Certified to be a true record of business conducted on the 28th April 2014 at Wychbury Medical Centre.

Signed: (Chairman)

Acronyms:

CCG - Clinical Commissioning Group (Dudley)

CQC - Care Quality Commission

DGH – District General Hospital

POP - Patient Opportunities Panel

PPG - Patient Participation Group