

Minutes: Of Wychbury Patients' Participation Group Meeting

Held at Chapel House Lane Surgery,
on 4th August 2014 at 6.45pm

1. Welcome and Apologies

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

Apologies: Bryan Gould, Chris Penn, Dennis Rose and Joy McCormick.

2. Approval of previous minutes: The minutes were approved, following the correction of the listed date.

3. Bank – update: No changes reports since last meeting.

Action: MH to request updated balance to check if we have received the grant payment from Dudley MCB of £575, to allow BB to confirm the payment has been received to Dudley MCB.

4. Communications:

a) **Suggestion Boxes:** Boxes not checked for this meeting.

b) **Wychbury Website:** Agenda and minutes for PPG meetings added.

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

5. Practice Activities:

The work on the Productive General Practice program is continuing with a meeting of the Home Visit working group due on Wednesday. HB reported that he had attended a meeting of the Project Group and will also be attending Advanced Nurse Practitioner and Triage, BB will attend two groups the Repeat Prescriptions and Home Visits, DR the Front of House and JM the Sickness and Absence. HB reported that Abeda Mulla (NHS Central Midlands Commissioning Support Unit) has requested a meeting with the PPG members of the Productive General Practice program to gain our perspective about patient involvement with the program. The meeting is scheduled for the 9th of September between 2:00 and 3:30 at Wychbury. HB also suggested that if other members of the PPG would like to attend the meeting they would be welcome. BB reported that he had compiled the results of a survey undertaken by the practice regarding repeat prescriptions, but both BB & HB were concerned at the small size of the survey (60 patients). Some of the wording of the questions needs reviewing and the survey needs to be repeated with a larger sample size if the results are to be meaningful. HB also suggested that the wording of any patient survey, should firstly reviewed by the PPG members. Overall we all felt that the exercise to date was beneficial both for the patients involved, the practice and the CCG.

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6. **Prescriptions:** VR reported that SR had been in contact with the local pharmacies regarding information attached to prescriptions by the practice and had been informed that any information that the patient needed would be passed on to the patient, i.e. blood pressure checks or reviews.
7. **Parking at Wychbury:** No change since last meeting. Trees at Cradley Road are again obstructing the street lighting. The public seating next to the surgery on Cradley Road had still not been replaced. The fencing around the Cradley Road surgery, MH had been told that it had been repaired, but on checking she found it still requires repair. MH has also reported the problems with the lighting on the front of the surgery and is awaiting an answer.
At the last POPs meeting when asked what problems we have at the practice, we stated that we have problems with parking at Chapel House Lane, Cradley Road, Wychbury and Russells Hall.

Action: MH to chase regarding the above items

8. **Self Care For Life – Be Healthy This Winter: 18th - 24th November:** No new information has been provided by the Self-Care Forum. BB reported that at the last POPs meeting it had been agreed that Dudley CCG would launch the Pharmacy First Scheme as part of the Self Care For Life week in November. This follows lobbying by BB for the last twelve months with the CCG, Dudley MBC and NHS England. Prior to the last meeting we circulated all POPs members with the proposal regarding Pharmacy First and then presented the result under “Any Other Business” at the Meeting. In the past every time we have asked for an item to be added to the agenda it has been refused as the CCG had already decided on the agenda for the meeting.
The key to the scheme is the wording “Pharmacy First”. You can get an immediate appointment and it could if you are not entitled to a free prescription save you money. Copy of the scheme as operated in Walsall & some other information is attached.
Action: BB to contact SelfCare Forum re latest information.
Update: HB and BB have been invited to meeting with Michelle Deenah (NHS England), Dudley MBC and Dudley CCG to discuss a communications plan and how that might support them in turn in raising awareness amongst patients on the important issue of self-care.
Suggested date last week in August.

9. **Dudley Patient Opportunity Panel (POP):** See also items 7 & 8. BB & HB reported that at the last meeting we were asked to review the way the POPs group operated, this is a repeat of numerous meeting in the past. It appears that the CCG ask the group a question, then if the answer is not what they want they reword the question and ask it again at a later meeting in the hope of getting the answer they want. A typical example of this is the 50K funding of the PPG. HB proposed that we should ask the

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CCG to allow the group to review the outcome of the locality meetings as previously requested, at the next POP meeting and the group then to decide how the funds should be allocated. HB & BB are very concerned by Dudley CVS's involvement with the fund. If any training is required by a PPG to access the fund it should be provide free of charge by other PPGs, not by Dudley CVS. The important point is that the fund should be run by patient groups for the benefit of patient groups.

One of the practices asked about the rebuilding of their surgery that had been on hold for some time. Paul Maubach from the CCG stated that NHS England had a major overspend and could not finance any rebuilding projects.

Update: NHS England published their accounts for last year recently, this showed a surplus in excess of £500m.

10. **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.
11. **Russells Hall Hospital - PPG:** - DR did not attend the meeting, but had reported previously that it is now more than twelve months since last meeting.
12. **Productive General Practice / Confidentiality:** See item 5, Confidentiality, SR has produced a confidentiality agreement for PPG members, HB to review. The need for the confidentiality agreement has arisen as a result certain patient cases being reviewed by the doctors at the first meeting of the Home Visit group and BB being excluded from the meeting as a result of this.
13. **Any other business:**
 - a) The pharmacist at Hingley, the pharmacy next to Cradley Road Surgery has offered to attend our next meeting at Cradley Road and speak on any topic regarding the pharmacy service. It was agreed that we request a talk on the services they offer.

Action: BB to arrange.

- b) MH report on a mobile Mole clinic that operates in Walsall, VR stated that Wychbury have a regular Wart clinic run by Dr David Hegarty.
- c) VR reported that the advanced nurse practitioners were both now working at the practice.
- d) BB reported that at the POPs meeting it was stated that the CCG was intending to recruit a number of doctors for specialised duties. How can they do this when the practice cannot recruit suitable GP?
- e) At Cradley Road there is a notice board to inform patient regarding the telephone number to contact the practice. This still lists the old 0845 numbers.

Action: VR to investigate.

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Date of Next Meeting: The next meeting will be held at the 22nd September 2014 at Wychbury Medical Centre starting at 6:45pm.

Meeting closed.

Certified to be a true record of business conducted on the 4th August 2014 at Cradley Road 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