

Minutes: Of Wychbury Patients' Participation Group Meeting

Held at Wychbury Medical Centre,
on 22nd September 2014 at 6.45pm

1. Welcome and Apologies

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

HB welcomed Dharshana to the meeting and asked the other members to introduce themselves to her.

Apologies: Bryan Gould, Chris Penn and Joy McCormick.

2. Approval of previous minutes: The minutes were approved. It was agreed that we should invite the pharmacist from Hingley Mej, the pharmacy next to the Cradley Road surgery to attend our next meeting there and give a short talk on the services they offer.

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

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: VR reported that she had nothing to reports SC stated that the main efforts were all relating to the “Productive General Practice Program”, see next item.

6. Productive General Practice / Confidentiality: HB stated that he felt that since the establishment of the PPG the programme enabled patients to work together fully with the practice for the first time and hoped it had demonstrated the benefits to all. HB had recently attended a conference at Wolverhampton University on patient participation and engagement in the new health service. While overall the conference was not particularly good, it had highlighted that were practices and patients work together the outcomes are better. This is particularly true were the work involves paperwork for patients. In this respect an example is our recent work on repeat prescriptions, which has been accepted by the practice. Similarly on confidentiality HB has redrafted the proposed confidentiality agreement. VR reported that this has been taken by David Hegarty to the CCG to ensure that it meets the legal requirements, this will then be circulated to all CCG members.

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Home visits, the proposed policy document has been revised and returned to the practice for approval. At the last meeting VR had reported that the Ring and Ride service would transport patients to GP practices for appointments. Likewise the CCG and the council are looking at the provision of transport to patients, where services have been transferred to primary care from secondary care. HB circulated a document titled "Productive General Practice", prepared by Chris Penn. This outlines the objectives of the scheme and the project leads for each part of the project. One section is still outstanding "Back Office", it was suggested that this should be renamed to better reflect the work performed in the department. JM has been working with CP. The CSU reported at a meeting with the PPG members that the project has overall been a major success. HB asked when the next meeting of the Triage & Advanced Nurse Practitioner group was due to meet. SC to check and inform HB.

7. **Prescriptions:** MH report that she had not received any message from the practice with prescriptions she had from Jhoots Pharmacy in Cradley. To be taken up with the pharmacy.
8. **Parking:** The fence has been replaced at Cradley Road, but the new fence obstructs the view when leaving the car park, MH to follow up. New lighting has been installed at the side of surgery over the car park. Sandwell MBC have reported that to replace the benches outside Cradley Road surgery will cost £1000 to replace. Sandwell MBC have suggested that we apply for a grant to cover the costs. MH reported that the lighting on the road outside the surgery that are obstructed by the trees have been reported to the street lighting department.
9. **Self Care For Life – Be Healthy This Winter: 18th - 24th November:** HB reported JM has produced a PowerPoint presentation that he has forwarded to the CCG. They are to use this as part of the Self Care for Life pack they will be circulated to all PPG in Dudley. Part of this will be the Pharmacy First Scheme, this will be provided by community pharmacies in Dudley (if they join the scheme). Currently we are not aware of who and where the community pharmacies are. Patients who live in Cradley Heath will not be able to use pharmacies in Cradley Heath as they are in Sandwell, not Dudley. BB is concerned that the message will be so diluted that the message is lost. The second part of the Self Care effort is the "Choose Well" scheme to be launched later in the year, this will include a wide range of topics. HB has been invited to give a presentation to the Dudley community forums (10 across Dudley). He will provide this at our local forums and to other where the local PPG is not able to do this.
10. **Dudley Patient Opportunity Panel (POP):** HB circulated information regarding the Agenda for the last meeting and the application form for a grant of up to £1000. The CCG has made available £50,000 over two years, this will be available to PPG across Dudley for suitable projects.

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The CCG has suggested that the POP meeting should be held in localities across the area, to try and encourage PPG members to attend. HB has provided the CCG with a PPG members training program, that could be provided.

11. **Black Country Neurological Alliance:** BG is on holiday, so could not attend. HB reported that the Black Country Neurological Alliance had recently held a meeting, so hopefully BG would be able to bring us up to date with the results at the next PPG meeting.
12. **Russells Hall Hospital - PPG:** - No meeting during the last 12 months. DR to contact hospital regarding meetings.
13. **Patients Survey Part 2:** BB circulated the results of the survey for review by the members. The first section of the survey related to the doctor or nurse seen by the patient and the second section related to the information provided by the practice. The members agreed that this should now be circulated to the doctors and nurses.

Update: *All doctors and nurses have now been emailed a copy of their report and the reports added to the website.*

14. **Any other business:**
 - a) MH asked about appointments at hospitals, where they ask for water samples, but never test the samples. DR to raise this with the hospital at the next patient group meeting.
 - b) MH also asked about prescriptions issued by the hospitals, where the item was not generally available. HB suggested that it should be available from the hospital pharmacy. MH replied that in this case they had told the patient that they did not have the item available.
 - c) HB stated that deaf or hard of hearing patient have problems in surgeries, where tannoy announcements are made to advise a patient that the doctor is ready to see them. HB suggested that the practice could install a low cost digital display to advise the patient. SC stated that where the practice is aware of the problem, a note is added to the patients file advising the doctors of the problem. They should then go to the waiting room and collect the patient.

Date of Next Meeting: The next meeting will be held at the 17th November 2014 at Cradley Road Surgery starting at 6:45pm.

Meeting closed.

Certified to be a true record of business conducted on the 22nd September 2014 at Wychbury Medical Centre.

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Signed: (Chairman)

Acronyms:

CCG - Clinical Commissioning Group (Dudley)

CQC - Care Quality Commission

DGH - District General Hospital

POP - Patient Opportunities Panel

PPG - Patient Participation Group