

Minutes: Of Wychbury Patients' Participation Group Meeting

Held at Cradley Road Surgery,
on 17th November 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, Ranjeet Furhuraire (Saima's father), Saima Furhuraire, Jenny Guest, Dennis Rose, Vicky Rose, Sarah Read, Bryan Gould

HB welcomed Ranjeet and his daughter Saima, also Dharshana, to the meeting and asked the other members to introduce themselves to them.

Apologies: Stan Bloxwich, Diana Hathway and Chris Penn

2. Short talk by of Alison Gallagher - Hingley Mej & Co on Pharmacy:

Alison spoke of expanding the premises providing disabled access and 2 examination rooms. Hingley's services include annual medical checks, medication reviews and the Pharmacy First Scheme; future services are planned, including flu vaccinations. The pharmacy offers a range of disability aids and others can be ordered. HB asked if the pharmacy could provide aids on prescription, Alison said currently this is not available. MH asked about batteries for NHS hearing aids, Alison said she would investigate this. BB asked if Hingley's would offer health checks if we arranged for a Cradley Heath event next year. This would be possible.

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

4. Bank – update: No changes since last meeting. HB reported that an application will be made to the POP Purse Fund for £1000+/- to purchase computer equipment (lap top PC, printer, projector, screen and Microsoft Home Office) for use by the group, as currently we have to use members equipment of hire the equipment. The group agreed to the application.

5. Communications:

a) **Suggestion Boxes:** Boxes no suggestion. HB reported to the group a comment he had received regarding a female doctor's attire at Cradley Road. The group were there was insufficient information to pursue this. BB raised an email regarding anonymous comments on NHS Choices. HB stated this had been discussed previously and our conclusions then should be followed, see below.

NHS Choices – Patient Comments 20th May 2013: The group discussed practice response, in particular slow reply and none-reply to anonymous postings. Members consider the practice respond to all comments in a timely manner. Anonymous postings should invited to discuss problems with the practice.

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- b) **Wychbury Website:** Agenda and minutes for PPG meetings added, plus the results of the patients survey and a "Self Care For Life" page that lists all the minor ailments covered by the Pharmacy First Scheme and provides links to information for the treatment of each ailments. Chair thanked BB for his efforts.
 - c) **Virtual Patient Group Communications:** Agenda, minutes sent to the members. Following the last patient survey PPG have more than **one hundred** members. SR asked if the practice should expand the use of social media. The group agreed Twitter and Face Book should be considered, but warned these would require a heavy practice commitment to be a success. Another suggestion was to investigate the use of Skype (similar) as a means of one-to-one interacting with patients. BB reported Dudley CVS provide social media courses.
Action: SC to report back to SR.
6. **Practice Activities:** VR reported that she had nothing to report.
- a) **Family & Friends Test (Chris Penn emails):** HB reported that CP invited the PPG to include a question in the Family & Friends survey and had suggested "How helpful were the receptionists?" Following debate this was agreed.
 - b) **Productive General Practice Program:** HB has prepared a report to the project team [Circulated]. The 'Back Office' part had been delayed, but is now underway. HB stated the need to promote Advanced Nurse Practitioners and would be investigating advertised across Dudley this with CCG Communications. The practice should be promoting Pharmacy First, requiring further receptionists training.
7. **Prescriptions:** MH report that she had not received any message from the practice with prescriptions she had from Jhoots Pharmacy in Cradley Heath. To be taken up with the pharmacy.
8. **Parking, Lighting and Announcement at Surgeries:** The lighting around the surgeries at (1) Cradley Road and (2) Wychbury has been improved. The lighting on the road at Cradley is currently OK, but may need attention next year when the leaves grow on the trees across the road again. A parking problems still exists at Wychbury.
9. **Self Care For Life – Be Healthy This Winter: 18th - 24th November:** HB & BB gave a presentation to the local Community Forum at the Providence Church Hall, Cradley on the 12th of November and arranged for a coffee morning and survey at Action Heath. BB requested PPG members visit the surgeries during this week to hand out leaflets to patients and explain the Self Care For Life theme. [DA and DR to engage on this]
10. **Dudley Patient Opportunity Panel (POP):** Michelle Deenah from NHS England will be attending the next meeting where she will explain how

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the scheme will be assessed by NHS England. HB reported whilst our PPG had worked with the CCG to develop leaflets for Self Care Week, our work was not acknowledged on documentation; a major omission.

11. **Black Country Neurological Alliance:** BG reported at a recent Road Show he learned that engineers in Dudley ("Remap?") produce free of charge disability aids to meet specialist needs of patients. (BG to provide information to BB for circulation). BG is attending meeting with the local MP and the Department of Health as a representative of the Black Country Neurological Alliance and Wychbury PPG. Chair thanked BG for continuing to represent Wychbury PPG at BCNA and DofHealth meetings.
12. **Russells Hall Hospital - PPG:** - No meeting during the last 12 months. DR to contact hospital regarding meetings. HB to write to CCG regarding this item [Done: DR to attend next review]
13. **Patients Survey Part 2:** Survey completed. BB is currently compiling the results of a survey on prescriptions for SR. HB to prepare a draft for the next patient survey form, suggests for inclusions to HB or BB. [Done. HB has forwarded draft for partners - CP reporting back]
14. **Any other business:**
 - a) Vicky informed the meeting that she will be retiring before the next meeting. The group thanked her for her contributions and wished her well for the future.
15. **Date of Next Meeting:** The next meeting will be held at the 19th January 2015 at Wychbury Medical Centre starting at 6:45pm.

Meeting closed.

Certified to be a true record of business conducted on the 17th November 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