

## Minutes: Of Wychbury Patients' Participation Group Meeting

Held at Wychbury Medical Centre,  
on 19<sup>th</sup> January 2015 at 6.45pm

### 1. Welcome and Apologies

**Members Present:** Harry Bloomer (Chair), Bill Beardow (Vice-Chair/Sec.), Dr Steven Coates (SC), Saima Furhuraire (SF1), Dennis Rose (DR) and Saran Furhuraire (SF2)

HB welcomed everyone to the meeting and introductions followed.

**Apologies:** Margaret Heath (Treasurer) and Jenny Guest

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

### 3. Bank – update: No report as MH was unable to attend.

### 4. Communications:

a) **Suggestion Boxes:** Boxes no suggestions, but one complaint that was passed to Chris Penn prior to the meeting. BB expressed concerns about patient confidentiality regarding the above, practice staff are able to check the boxes at regular intervals to avoid this situation. SC suggested that BB should ask a receptionist to open the box with him and check the contents to avoid this in the future.

b) **Wychbury Website:** Agenda, minutes and the date of the next PPG meeting added. A YouTube video was viewed entitled on the practice website “Primary Care access in Dudley” by Feet On the Street, Dudley CCG, including out of date and misleading patient information. HB to ask for the video to be removed [ Done]. HB also commented on MeFestival organised by the CCG for selected young people taken to Himley Hall. SF1 was unaware of MeFestival. Expenditure was out of line with other CCG events and YouTube outcomes appear not to justify costs, (see <https://www.youtube.com/watch?v=RbRILgXo9jY>).

c) **Virtual Patient Group Communications:** Agenda, minutes and a invitation for members to join the Adult Social Care Peoples Network have been sent out since the last meeting. BB stated that we rarely get any feedback from the members on the items circulated.

### 5. Productive General Practice program: A draft report has been released to HB that summarised the outcomes of the program. Throughout the report it praises the contributions made by the PPG. The only change HB had requested was for the inclusion of the word PPG in the executive summery of the report. BG asked if the report would be circulated to the members of the Dudley POP group, HB replied that it should be once the final version has been signed off.

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- 6. Practice Activities:** SC had nothing to report. HB said that he had emailed the draft patients questionnaire (Dec 2014-Jan2015) to Chris Penn for approval by the partners. A number of the questions relate to the Pharmacy First Scheme to establish patients' awareness. There is also questions regarding booking telephone appointments for patients who have work or other commitments and use/promotion of Advanced Nurse Practitioners (ANP). Further questions promote internet use for booking GP/Nurse appointments, repeat prescriptions and patients who fail to keep their appointments (DNAs).  
NHS England have asked the PPG to perform a Pharmacy First survey for them and will invite the practice to feed-back analysis about patients who attend with minor ailments. SC advised the group that Monday is the best day to perform the survey. BB, HB, DR to assist.  
SC expressed concern regarding the level of skill available from pharmacists. [ GP training = 5 yrs; Pharmacist = 5 years]  
[ \*Update: SF1 will also be assisting with the survey at Chapel House Surgery after school].
- 7. Prescriptions:** A NICE report regarding repeat prescriptions has been circulated to SC and to NHS England by BB. This shows how substantial cost saving can be made by bringing a local pharmacist into the practice to sign off repeat prescriptions for a small number of hours, instead of being signed off by a GP. Prescription outside the pharmacist competence are sent to the GP. NHS England to include in their next report.
- 8. Parking, Lighting and Announcement at Surgeries:** The lighting at Cradley Road and Wychbury has improved. However, lighting of Cradley Road need further attention due to the trees remaining. No change regarding the parking at Wychbury. BB stated that grants are now available from NHS England to the practice that may enable them to provide additional parking, SC to discuss with Chris Penn.  
The tannoy systems at all 3 surgeries causes problems due to acoustics of the buildings. Alternative suggestions were; a display panel and/or ticket system
- 9. Self Care For Life – Be Healthy This Winter: 18<sup>th</sup> - 24<sup>th</sup> November:** HB and BB gave a presentation on Pharmacy First to the Stourbridge Town Council supported by Lion Health PPG. Wychbury PPG have been asked to present to Dudley Federation of Tenants & Residents Associations.  
A problem with Self Care is the currently use of diverse messages by the NHS and various promotional charities, resulting in patients getting mixed messages. There is Self Care for Life, Choose Well, Pharmacy First, Treat Yourself Better and various similar campaigns, which dilute the message. SelfCare for life produce a range of fact sheets. These need to recommend the same medication as the Pharmacy First scheme offer and likewise the GP should prescribe the same medication.

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HB & BB have met with the Dudley CCG to try to rationalise their thinking and to encourage feed-back to NHS England.

BB stated his objective is to get a common Pharmacy First scheme across the whole of England with equal access to services country-wide. The objective being to reduce patients needing to see a GP for minor ailments.

- 10. Dudley Patient Opportunity Panel (POP):** HB, BB and Lion Health PPG representative met with the CCG and proposed the agenda of POPs meetings change to what PPG members want to discuss, instead of what the CCG want to tell patient representatives. The CCG agreed to introduce the proposal at the next POPs meeting.

We also discussed the Pharmacy First scheme and suggested the GPs, the Walk-In Centre and A&E introduce a policy of referring patients with minor ailments to their pharmacy. This suggestion came as a shock to the CCG representatives present who agreed this should be discussed further. We also suggested that long term the key to reducing demand for GP appointments needs to start in the schools; as without education the problem will continue.
- 11. Black Country Neurological Alliance:** BG had attended a meeting with the CCG where again the CCG presented their views to patient.

BG also reported on the Practice Orientated Multi Professional Team [ POMPT]. This consists of a GP, Community Nurses, Practice Based Pharmacist, Social Care Worker, Virtual Ward Representative, other support services and voluntary sector working together to fully assess the patients total support needs. Currently there are six or seven practices operating the scheme in Dudley. BB said this has already been discussed at the POPs meeting and that currently there is only one practice, the Lion Health in Stourbridge piloting the scheme, but with no planned completion date and no definite plans for when it will be adapted by other practices.

At another meeting BG said Dudley CCG had reported that they are now close to having a system that shares patient confidential information across the area, including Urgent Care Centre at Russells Hall. BG had raised the question with CCG about how other hospitals outside of Dudley access the patient data. CCG Chairman agreed this remains a problem. HB pointed out patients must first consent to sharing their data and that adding data requires staff to input it.

BG also asked the CCG if GPs were aware of Dudley Rehabilitation Team. Answer No. SC said Dr Rebecca Willetts [ Wychbury] is now responsible for looking at community services for the CCG and hopes to collate information to produce a user friendly package for GP access.

Dudley now has a Rapid Response Team to care for elderly, frail or patients with long term conditions requiring help with a health problem at home. A visiting paramedic will assess their situation and call in required

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services [ reduced hospital admissions].

- 12. Russells Hall Hospital - PPG:** DR had attended a food quality assessment event at Russells Hall Hospital. He sampled a beef casserole. Unfortunately without any beef in it. Overall DR was not impressed with the food and reported this to the hospital staff. DR said feedback at the event from wards included complains about the range of food on offer. He pointed out that the hospital printed the food menu on both side of a small sheet of paper leading to confusion and error. The hospital agreed to look this problem. Staff reported trolley's have to keep food hot.
- 13. Patients Survey January 2015:** The proposed survey was circulated for comments and we are awaiting a reply from Chris Penn for it to be released. The last survey increased the number of virtual group member to more than 100.  
BB reported that NHS England had published the results of their GP practice survey for 2014 this month. The survey was carried out by MORI using an eight page document posted out to patients during 2014 with a 42% of the forms sent out being returned. BB expressed his concerns over the validity of the results as the survey relies on the patients' memory regarding their last GP appointment. 43% of the appointments were more than three months prior to the survey.

**Update:** a copy of the Wychbury results from the NHS England survey is attached.

**14. Any other business:**

- a) DR asked if Self Care leaflets are still available in the surgeries, if not do we have any that we could place there. HB said we had some leaflet, but these were needed for the planned presentations. DR asked if these were being distributed in the hospital, HB stated this was limited due to lack of volunteers.
- b) HB reported that there is a new Patient Self Management program for people with diabetes, which has not been taken up by many GPs.
- c) HB asked SF1 if she found our meetings of interest, she answered Yes.

**Date of Next Meeting:** The next meeting will be held at the 9<sup>th</sup> March 2015 at Chapel starting at 6:45pm.

Meeting closed.

Certified to be a true record of business conducted on the 19<sup>th</sup> January 2015 at Wychbury Medical Centre.

Signed: ..... (Chairman) .....

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### Acronyms:

CCG - Clinical Commissioning Group (Dudley)

CQC - Care Quality Commission

DGH – District General Hospital

POP - Patient Opportunities Panel

PPG - Patient Participation Group