

Minutes: Of Wychbury Patients' Participation Group Meeting

Held at Chapel House Surgery,
on 9th March 2015 at 6.45pm

1. Welcome and Apologies

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

HB welcomed everyone to the meeting and introductions followed.

Apologies: Dharshana Arulselvan, Saima Furhuraire (SF1), Saran Furhuraire (SF2) and Stan Bloxham

2. Talk by Kuljit Gill - Pharmacy Manager and Clinical Services

Development Manager at Adam Myers Group (Modi Pharmacy – Colley Gate): HB introduced Kuljit to the members emphasising Modi's role in the community. Kuljit then explained how they work with patients in the community to ensure their needs are fully met. He explained the range of services offered and mentioned the Pharmacy First Scheme which lacked focus in Dudley. Their pharmacy in Coventry that is doing 100 consultations per month compared to a handful per month at Cradley. The group feedback the results of any tests to the GP practice. HB thanked him for an excellent presentation and said we would liaise further on the Pharmacy First Scheme.

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

4. Bank – update: MH reported the current state of the groups finances. The current bank balance is £2334.61, but we have outstanding invoices for £77.97 relating to ink cartridges and neck lanyards. HB thanked MH.

5. Communications:

a) **Suggestion Boxes:** No suggestions, BB had as requested opened the boxing with a member of the practice staff, only contents were copies of practice leaflet posted by children. A debate followed regarding the lack of suggestions.

b) **Wychbury Website:** Agenda, minutes and the date of the next PPG meeting added. BB stated that we need to update the PPG page, this was agreed. HB reported we are one of the only practices with Pharmacy First information on the website, SC asked if the content was by our group or the practice BB replied that we created a section on the PPG part of the site for Pharmacy First and Sarah then added a similar section to the practice section. No other Dudley practice has Pharmacy First on their website.

c) **Virtual Patient Group Communications:** Agenda and minutes

Minutes: Of Wychbury Patients' Participation Group Meeting

circulated to all member and received three apologies regarding this meeting received. HB suggested that it would be good to come up with something specifically for young people.

6. **Practice Activities:** SC reported that Dr Bassi had left and reported that an £1000 advert had been placed in the BMJ journal, but had not received any replies. HB stressed the need for Pharmacy First to help fill the current gap. HB suggested that the Productive Practice program may have reduced the load, but SC stated that he had not seen any reduction in his workload. SC said trainee GPs are choosing locum work as their preferred career path as it offers better rewards. HB asked about parking at Wychbury, SC said that he had made no progress on this.

- a) **PPG Leaflet (Dr Coats/Chris Penn):** Chris and Lisa have asked us to discuss producing a PPG leaflet. BB produced two A4 sheets, one folded to A5 format and other as a tri-fold leaflet. The group were asked which format they preferred. Four of the members preferred the A5 format, three preferred the tri-fold format. Chris and Lisa preferred the tri-fold version. The practice can produce black and white A5 folded leaflet, but we would need to have a tri-folded colour leaflet produced professionally.
HB asked if the practice would let us know how many leaflets they need.

Action – Chris Penn

7. **Productive General Practice program:** DR reported the last meeting discussed DNA "Do not attend". Chris Penn had suggested to BB that patients should be charged a fee like at dentists and opticians. DR said the group have been contacting patients to discuss the situation with them. BB suggested that we should advise repeat offenders that they must attend the walk-in surgery if they request an appointment and wait for a free slot in future. SC was concerned that this would lead to patients abusing the service and attending two or three times a week. DR reported that following the initial publishing of the figures the numbers initially dropped, but have now increase again. BB said it was not something that will improve by its self, action is needed. Pharmacy First - DR reported that the group have been requested to give a presentation to reception staff on Wednesday and Thursday this week, HB and BB to attend. DR also reported that glass barriers are to be installed at Cradley Road to improve the safety for reception staff and a barrier to improve patient confidentiality at the reception desk.
8. **Prescriptions:** BB reported that there are changes to allow pharmacies to issue repeat prescriptions without the doctor needing to sign the prescription.
Additional Information: From 1 March 2015, community pharmacists will be required to advise appropriate patients about the benefits of using the

Minutes: Of Wychbury Patients' Participation Group Meeting

NHS repeat dispensing service, including (where appropriate) advice to discuss repeat dispensing with their GP or prescriber.

These changes were agreed by the Pharmaceutical Services Negotiating Committee (PSNC), NHS Employers and NHS England as part of the community pharmacy contractual framework service developments for 2014/15.

The aim of the change is to promote greater use of the service, as it can be more convenient for patients and can reduce GP practice administrative workload. Practices can find more information on repeat dispensing in the guidance jointly developed by the NHS Employers, PSNC and the BMA General Practitioners Committee. See Attached file "Guidance for the Implementation of Repeat Dispensing"

9. **Appointments:** BB asked about the introduction of the "Urgent Appointment System" where by patients who need an urgent appointment when no normal appointments are available are invited to come to the surgery a wait to see a doctor. SC explained the service had been in place for some time, it was introduced as the old triage system was not working correctly. The service is available between Monday to Friday 08:30 – 11:30 and 14:30 – 17:30.

10. **Parking, Lighting and Announcement at Surgeries:** No changes were reported regarding lighting and parking since the last meeting. SC told the meeting that the district nurses were been move from Wychbury to Stourbridge and this might improve the parking at Wychbury. However, the move will impact on communications between the district nurse team and the practice.

11. **Self Care For Life – Pharmacy First:** HB thanked the members for their help with the survey. The results were passed to NHS England and used by them to help ensure the continuation of the scheme. Dudley CCG have agreed to continue with the scheme for another year with some enhancements to the service. HB recommended that we continue to support the scheme. BB reported that he had written to Margot James our local MP recommended that the scheme be enhanced to allow patients to use any pharmacy in the scheme, also removing the 3 visits in 6 month limit and allowing all patients to use the scheme. Margot has written to the head of NHS England supporting the proposals. HB explained that BB had attended a meeting with him at the CCG to discuss their latest promotion "Do It Right In Dudley". The outcome was that we were ask to propose an alternative phrase, which we had done.

12. **Dudley Patient Opportunity Panel (POP):** HB explained that he had called a meeting of experienced POP members. The current meeting format was not what the group members wanted and we are being denied the opportunity to discuss items of interest to the group. Also

Minutes: Of Wychbury Patients' Participation Group Meeting

members were being recruited by the CCG as representatives of POPs without reference to the group. At the meeting we prepared a proposal for future meetings. These will be discussed by a meeting of the whole POPs group to agree a way forward for future meeting. HB told the group about the current CCG project to introduce integrated care across Dudley and that he had raised the problem of patient confidentiality.

13. **Black Country Neurological Alliance:** BG reported that a number of Road Shows have been held. One of the outcomes from these was that a number of GP do not know about the range of services that are available. BG had attended a meeting with the CCG regarding patients with rare problems and multiple needs, this can lead to patients not receiving the correct treatment as the doctor treating them is not aware of their existing conditions. He was advised that a integrated care program is being introduced across Dudley that will help with this, but is currently only available as trials at two practices, (not at Wychbury). HB stated that currently there is potential problem with patient confidentiality with the integrated care program. The CCG have been asked to investigate the situation.
14. **Russells Hall Hospital - PPG:** DR reported that he had not attended any meeting since our last meeting.
15. **Patients Surveys 2015:** We are currently doing two surveys, the current one is similar to the one undertaking in Dec 2013 – May 2014. The second one is the same as the doctor/nurses survey done June – Dec 2014 and will be undertaken later in the year.
16. **Any other business:**
 - a) **Patient records:** SC asked the group what they would like to have available on-line for them to access. Currently EMIS provides a Summery Page, a Medication sheet, a Investigation sheet, and a Consultation sheet. SC asked what the PPG would like to be able to see on-line. After a short discussion it was agreed that the group would like to have access the all the areas SC had listed. SC to provide a sample to BB for circulation to the group.
 - b) **Healthcare Event 2015:** The proposal is that we provide NHS – 'Over 40s' health checks for patients. Both Modi's and Hingley pharmacies have expressed interest in providing the health checks. MH suggested that we try and get the mobile health check bus to come and do the checks. HB to check if the bus is still available in Dudley. BB asked if we are offering health checks could we include PSA checks for men. HB stressed that events need to keep records of who is seen and the results of tests. The patients need to be signposted to the appropriate service by a medical professional at the event. BB raised the question of funding. If the event is held in Dudley, no problem in making an application, but if it is held in Cradley Heath we may need to also

Minutes: Of Wychbury Patients' Participation Group Meeting

apply to Sandwell for funding.

Still to be decided: Where and when the event will be held and who will provide the health checks.

Date of Next Meeting: The next meeting will be held at the 27th April 2015 at Cradley Road starting at 6:45pm.

Meeting closed.

Certified to be a true record of business conducted on the 9th March 2015 at Chapel House 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