

Minutes: Of Wychbury Patients' Participation Group Meeting

Held at Chapel House Surgery,
on 27th July 2015 at 6.45pm

1. Welcome and Apologies

Members Present: Harry Bloomer (HB, Chair), Bill Beardow (BB, Vice-Chair/Sec.), Margaret Heath (MH, Treasurer), Bryan Gould (BG), Dr Rebecca Willetts (RW), Jill Wood (JW) and Jenny Guest (JG)

HB welcomed everyone to the meeting.

Apologies: By email from Lynn Adams

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

3. Bank – update: No change since last meeting.

4. Communications:

a) **Suggestion Boxes:** No suggestions

b) **Wychbury Website:** Agenda, minutes and the date of the next PPG meeting added.

c) **Virtual Patient Group Communications:** Agenda and minutes circulated to all member.

Update: Dealt with outside of meeting email regarding con-man trying to obtain money outside Cradley Road by claiming patient had broken car number plate when parking near the post office.

5. Practice Activities: RW reported three new registrars starting work shortly and an existing registrar will be joining the practice as a salaried doctor. The practice will shortly have a Practice Pharmacist that will help GPs work load. The practice is introducing "letter readers" to screen correspondence before it gets to the GPs, further reducing GP work load. The number of telephone appointments is increasing as a number of patients do not need face-to-face consultations. Each GP will have five telephone appointments per day, with patients able to book appointments with their preferred GP.

N.B. Appointment with preferred GPs may not be on same.

DNAs were discussed at the last partners meeting. RW stressed this is not just a local problem, but country-wide. The practice need to have more information before any firm policy is considered. Collecting information will identify groups/patients involved. MH noted a local newspaper reported giving positive messages has been found to be more effective regarding DNAs, BB noted further reports seen and will send a copies to RW. RW does not think DNA numbers differ to other practices; HB confirmed this was his feeling too and said DNAs were being included by

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8 practices participating in the Enhanced Primary Care Development Productive Programme, as well as at Wychbury that might lead to a common policy across Dudley CCG. RW also reported the practice are now involved in locality meetings discussing complex, involved and frail patients which aims to reduce hospital re-admissions.

RW also reported on current work introducing electronic prescriptions.

6. **Productive General Practice Programme:** JW reported on the current program and the next areas they are considering. New areas are updating Patients contact details, management of fax messages and DNAs. HB reported Dr Hyne, Sarah Reid, Jill Wood, Bill Beardow and himself attend an Enhanced Primary Care Development Programme training event along with representatives from the 8 selected practices. JW stated the practice are attempting to recruit a patient for the cytology service focus group and asked if the group could produce a poster to be displayed in the reception areas to try and recruit a member for the group. HB agreed to look at this [awaiting Practice Lead input].
7. **Prescriptions:** [See item 5 above].
8. **Appointments – Did Not Attend:** [See 5 above]
9. **Parking, Lighting and Announcement at Surgeries:** MH reported on discussions with Sandwell Council regarding trees opposite Cradley Road surgery obstruction lighting and was advised that action could not be taken until the end of the month due to nesting birds. Also the tree nearest Chester Road may not be council responsibility. MH has also been in contact regarding disabled access for patients, but has been unable to make progress so far. She suggested a low cost way to ease the problem is to install a bell for the disabled person to use to get assistance with the doors. The council informed MH two new signs will be installed to reduce vehicle speed approaching the car park entry point. RW reported on occasions where the entry to the car park had been blocked. HB suggested the PPG attend a Cradley Heath Community Forum meeting to raise the problem with local councillors.
10. **Self Care For Life – Pharmacy First:** We received an email from NHS England confirming they will launch a National Pharmacy First scheme in October, see extract below.
The launch date for the new scheme is now the 1st October – our Communications team is working on a communications plan specific to Dudley taking into account the patient feedback from the surveys undertaken by the POP and PPGs – the intention is that every Dudley household will receive information about the scheme, however, we are looking at innovative ways of doing this so that it is not just a leaflet on its own that may get thrown away as “junk mail”. We are also looking at costings re electronic information boards in surgeries, A&E departments

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etc... and digital media, local radio and press releases. As part of the pilot evaluation of Pharmacy First, a number of patients expressed concern about lack of confidence in the consultation skills/advice given by pharmacists and their staff. As a direct result of this we have commissioned and undertaken a number of "consultations skills for minor ailments" training workshops for the entire pharmacy team. All sessions to date have been fully subscribed which is a first for the Centre for Pharmacy Postgraduate Education who are delivering the training. This will mean around 400 pharmacy staff from across Birmingham and the Black Country will have undertaken the training by the end of September. The Local Pharmaceutical Committees have said they welcome additional sessions for pharmacies yet to attend.

Hopefully we will discuss this more fully at our next PPG meeting when more information on the Dudley CCGs plans are known. HB stressed the need to transfer minor ailments from both GP practices and A&E to the pharmacies. RW stated that if successful it will be like turning back the clock as in the past everyone went to the pharmacy first.

- 11. Dudley Patient Opportunity Panel (POP):** HB informed the group regarding the changes to the structure of POPs meetings. It is hoped to restructure meetings with PPG's working together with a common agenda to benefit Dudley patients. HB stressed the need for patient participation in all aspects of NHS service development. HB & BB commented that the Lay Member for Patient and Public Engagement is not listed in the minutes of having spoken on any item relating to patients or public engagement in the last two years but does submit reports and speaks regularly on governance as chair of the Audit Committee.

RW asked what the PPG members thought they could add to locality meetings. HB replied that during the Productive General Practice Program report proved patient input enhances final outcomes. BB mentioned the wider extent to which patient external work experiences and knowledge added debate. An example of poor NHS documentation was shown by HB where the tone of a letter would not be helpful to the patient.

- 12. Black Country Neurological Alliance:** BG said that the meeting he had attended were along the same line as our discussion on patient involvement. He referred to comments made to the PPG by Dr Hyne regarding problems obtaining hospital discharge information for neurological patients both within and outside Dudley in a timely manner. BG raised the problem at the CCG Neurological Strategy meeting and found that while some members were aware of the problem others were not. The group agreed that a solution was needed. BG also said that he feels that patients should be represented at the locality meeting. BG told the group that there is now another organisation calling themselves the Black Country Alliance whose remit is to bring back

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service that are current only available outside the Black Country and prevent duplication. The Black Country Neurological Alliance has invited the Black Country Alliance to join them at their next road show in Sandwell on the 12th of August.

13. **Russells Hall Hospital - PPG:** DR not available to comment.
14. **Patients Surveys 2015:** The practice is still collecting information for the GP/Nurse survey. RW said that the results of the survey will be used as part of the GP's annual review. BB report that he was working on the NHS England national survey and would issue a report shortly.
Update: The NHS England national survey only involved a very small sample of Wychbury patients and included numerous errors.
15. **Healthcare Event 2015:** National self care week is from the 16th - 22nd November 2015. HB said it will be good to focus on promoting Pharmacy First, Keep Well This Winter, etc. MH asked if we were intending to hold an event like in previous years, it was agreed that the best place would be near Cradley Heath, High Street. We need to promote it with posters and surveys in the practice and in local pharmacies.
16. **Any other business:**
 - a) HB asked the members to imagine that they had a stress problem, for example they have had a falling out with a family member or have just had a bereavement in the family and had gone to see their GP and they believed that you need some form of counselling and referral you to specialist services. This will take four months before the patient is given an appointment. A letter is then sent telling the patient that unless they reply within seven day they will be referred back to their GP. No one will discuss the situation with you on the phone and if you complain to them on the phone about the wait they put the phone down on you. You would then have to wait another four months to get another appointment, providing the GP refers you back to the service. There is also a questionnaire that has to be completed and sent back to them before your appointment and then before any additional appointments. They may also ask you to complete the questionnaire over the phone. HB and MH expressed grave concerns for the patient in this situation. HB said that this might have occurred due to lack of patient involvement in the process. RW told the group that by the time the patient receives the letter and the questionnaire they will have already have seen and completed the questionnaire three times and should not be additionally stressed by being ask to complete it again. HB said he preferred the approach taken on the Roads to Relaxation Booklet/CD where someone the patient knows records how they perceive them. MH said she believed patients would loose heart in the process before they had even started. RW told us that although it is ten to sixteen weeks before appointments patients will have been

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assessed by a "Gateway" worker. She also mentioned a massive DNA rate and explained why the waiting times are extended. RW agreed that the wording of the letter needs looking at and the time amending and said that there is lots of scope for patients to "Self Care" and to use the other services that exist.

- b) **Flu vaccines:** RW said the uptake of flu jabs in Dudley is low and asked if members had any ideas on how this could be improved. BB said he thought this year would be worse than previous year given the bad publicity last year, MH agreed. RW stressed the need for patients to have the flu jab at the practice to help them have a clear picture of the uptake. BB suggested holding flu clinics on Saturdays. Flu jab clinics normally start at the end of August/early September. HB suggested the group try promoting the jab at the practice.

Update: Flu vaccines will be available towards the end of September with clinics starting from the beginning of October. Sessions should be put on from the beginning of September to book for October.

- c) **GP support for PPG student members:** HB asked if RW could meet with two of our younger members thinking of becoming GPs. RW agreed she would be happy to do this. HB to arrange. MH asked why there is a shortage of GPs, RW replied it was due to a GP's workload.
- d) BG advised the group that the Dudley rapid response team are current four advanced nurse practitioners (ANPs) short and that they are looking to fast track four nurses to fill the shortage.
- e) BG has reminded the CCG of the services offered by the Dudley Re-abilities team and they are to publish information for GP practices regarding the service.
- f) MH asked about obtaining a form for periodic blood test, RW replied that if the test is one that you have on a regular basis, this can be done without doctor input, but if it is for something out of the ordinary, or an Xray a doctor must be consulted.

Date of Next Meeting: The next meeting will be held at the 7th September 2015 at Cradley Road starting at 6:45pm.

Meeting closed.

Certified to be a true record of business conducted on the 27th July 2015 at Chapel House Surgery.

Signed: (Chairman)

Acronyms:

CCG - Clinical Commissioning Group (Dudley)

CQC - Care Quality Commission

DGH - District General Hospital

DNA - Did Not Attend (patient did not attend booked appointment)

POP - Patient Opportunities Panel

PPG - Patient Participation Group