

Minutes: Of Wychbury Patients' Participation Group Meeting

Held at Cradley Road Medical Centre,
on 7th September 2015 at 6.45pm

1. Welcome and Apologies

Members Present: Harry Bloomer (HB, Chair), Bill Beardow (BB, Vice-Chair/Sec.), Margaret Heath (MH, Treasurer), Dr Stephanie Tunmore (ST), Helen Marsh (HM) Lynn Adams (LA), Dharshana Arulsevan (DA) and Karulinaa Arulsevan (KA).

Apologies: By email from Bryan Gould (BG), Saima Furhuraire (SF1)

HB welcomed everyone to the meeting and introduced Vanessa Gill from the Dudley Stroke Association. Vanessa gave the members a short talk on the work of the Dudley Stroke Association, how to identify the symptoms of a stroke (F.A.S.T. test) and the common causes of strokes.

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

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

4. Communications:

a) Suggestion Boxes:

(i) "Can we dispense with the very irritating music please?"
This music is used to improve the privacy of patients, particularly when at the reception desk and those with the GP in the consultation rooms. PPG will review this from time-to-time.

(ii) "Have you considered using the computer screen for patients to order repeat prescriptions in the surgery?"
Could this be integrated/automated with the screen review and approval by the GP. (*NB. New prescription service due)
Action: Item (ii) to be discussed at the next meeting.

b) **Wychbury Website:** Agenda, minutes and the date of the next PPG meeting added, plus the addition of Self Care Week banner to Self Care Week web page of the site and the Dudley CCG Self Care for Life leaflet.

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

5. **Practice Activities:** The practice is advertising for two more Advance Nurse Practitioners (ANPs). These will assist with home & nursing home visits to provide more continuity. HB asked about safety and PPG were assured this was covered.
The annual flu vaccination program will commence the 14th of September. The practice has recruited two pharmacies to assist with medicines and

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repeat prescriptions.

Notices in reception areas re DNAs reworded to positive messages. HB suggested text needed enlarging, and MH suggested bright coloured paper might attract more attention.

6. **Productive General Practice Programme:** The first meeting of the Wychbury cytology service focus group has been delayed due to holidays. The group are still trying to recruit a female patient. DR unable to attend the back of office focus group, due to urgent commitment. The first meeting of the DNA focus group concentrated on reviewing existing information to deciding how best to collect base-line data. HB reported that he has been in contact with the High Oaks PPG regarding the Enhanced General Practice program, to assist their members, but was still awaiting a reply.
7. **Prescriptions:** BB reported that from October all NHS discharge summaries will be sent to GP electronically, according to a recent statement from NHS England.
8. **Appointments – Did Not Attend:** see above.
9. **Parking, Lighting and Announcement at Surgeries:** HH reported that the road surface outside Cradley Road surgery now displays "Slow". HB & BB to raise this at the local community Forum. The lighting opposite the surgery is again being obstructed by the trees, Sandwell MBC have contacted the site owners who have agreed to lop the trees. Access to the surgery presents problems for disabled, MH has previously suggested a push button to open the doors and/or a simple button alarm to call for reception assistance. Access currently being reviewed by Estates.
10. **Self Care For Life – Pharmacy First:** BB circulated the latest information regarding Self Care for Life. See Healthcare Event 2015.
11. **Dudley Patient Opportunity Panel (POP):** DR attended the last meeting, and reported on the meeting.
12. **Black Country Neurological Alliance:** BG unable to attend meeting.
13. **Russells Hall Hospital - PPG:** DR no communications from hospital for last six months.
14. **Patients Surveys 2015:** The current survey will be completed in December.
15. **Healthcare Event 2015:** The event will take place between the 16th – the 22nd of November as part of Self Care for Life Week. Members were asked to help during the week to promote Flu Vaccines, Pharmacy First,

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Winter Ailments and Stock Up Your Medicine Cabinet. Patients get their flu jabs from their GP. NHS England toolkit for Winter 2015/16 will be released on September, 17th. Details to be agreed at next PPG meeting. BB emphasised the importance of promoting Pharmacy First to all patients, not just those who qualify for free prescriptions. HB asked the group if anyone had seen the CCG's "Do It Right Dudley" advertisement on the local buses. None of the members had (see attached file). MH states that this surgery is not in Dudley, so patients will think it does not apply to them. DR said he had raised this on Behalf of Wychbury PPG at the last POPs meeting, to no effect. MH asked if our campaign could be added to video screens in the surgeries.

HB told the group about the CCG road show in Stourbridge. We had asked the CCG to be provide details of these events so local PPGs could attend. This did not happen and the events went ahead without any patient involvement. BB & HB visited Stourbridge on the first day and repeated the request, this was agreed, but again patients were not been informed and the events went ahead without PPG/patient support. These events have involved Dudley CCG and West Midlands Ambulance Service, but with no patient participation.

BB circulated a Self Care Fact Sheet list (copy attached). There are 14 fact sheets available at <http://www.selfcareforum.org/fact-sheets/>

16. Any other business:

- a) DR raised a problem that had occurred during a home visit where the doctor had forgotten to bring a prescription form with them and told the patient that they would have to collect the prescription from the surgery. The patient had asked for a home visit as they were unable to get to the surgery. ST said that all doctors and ANP should have the forms with them, but on some occasions they needed to check the patients existing medication back at the practice before they could prescribe additional medication. ST also said that in some cases patients preferred the prescription to be collected from the surgery by the pharmacy and then delivered the medication to the patient. (Electronic transfer may help)
- b) MH asked why the receptionists had started asking patients for the reason they needed an appointment. ST said this was to ensure the practice provided the most appropriate service to the patient, but it was not a requirement that the patients answered the question.
- c) MH also circulated a number of Express and Star newspaper cuttings one of which refereed to a St John Ambulance course that is available in our area titled Save a Life September. Full details can be seen at <http://www.sja.org.uk/sja/support-us/the-difference/save-a-life-september/roadshows.aspx?sals=1>

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Date of Next Meeting: The next meeting will be held at the 26th October 2015 at Wychbury Medical Centre starting at 6:45pm.

Meeting closed.

Certified to be a true record of business conducted on the 7th September 2015 at Cradley Road Medical Centre.

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