

Minutes: Of Wychbury Patients' Participation Group Meeting

Held at Chapelhouse Surgery
on 7th December 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 Susan Anderson (SA, GP/Partner), Lisa Groves (LS, Reception Manager), Dennis Rose (DR), Jenny Guest (JG).

Apologies: Emails from Bryan Gould (BG) and Lynn Adams (whose past attendances were acknowledged).

HB welcomed everyone to the meeting and opened the meeting

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

3. Bank – update: No change since last meeting. BB and HB stated that they had claims for petty cash and would pass the recites to MH later.

4. Communications:

a) **Suggestion Boxes:** BB apologised as he had not been able to check all the suggestion boxes prior to the meeting.

b) **Wychbury Website:** Agenda, minutes added to the website.

c) **Virtual Patient Group Communications:** Agenda, minutes and a copy of the draft results of Pharmacy First survey circulated. The group currently has 140 virtual members.

5. Practice Activities: SA reported on the progress of electronic prescriptions service (EPS). There are lots of benefits for patients but its makes a little more work for GPs because extra checks are needed and a few system teething problems. LG said a lot of patients are still unaware of how the system works, expecting prescriptions to transfer instantly to the pharmacy. Problems also with Tesco automatically signing patients onto the system without first obtaining consents. Patients are also unaware of the difference between Pharmacy First and EPS. Modi's have expressed concern about lost custom due to EPS; patients no longer take prescriptions directly to them and do not understand EPS. HB stated that patient education may benefit Modi's customer. Modi's also have to educate their customers and promote their services. DR suggested patient information describing prescription services offered by pharmacies and given to patients with repeat prescription. HB also noted that during a visit to Modi's a patient asked for Calpol for his child, no one at the pharmacy took opportunity to explain Pharmacy First Scheme. To date NHS England has not produced patient information on how the scheme works and lists what minor ailments are covered.

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NB: Modi's are addressing staff training deficiency.

SA also reminded the group that the district nurses are no longer based at Wychbury, but are based at the Health and Social Care Centre at Stourbridge. Their services remain efficient. Patient booking-in screens at Wychbury and Cradley Road are being replaced and the information screens in the surgeries are also being changed. The new Patient Information Screens will allow the practice to upload its own messages, including calling-in patients to see the GP/ANP/nurses. LG advised PPG we should send her any PPG messages for inclusion on the service.

6. **Productive General Practice Programme:** The 1st cohort of the Dudley Enhanced Primary Care Development Programme is completed. HB reported of the 8 practices engaging in the process there was a mixed response to fully involving their PPG and some excluded patients from participation. The back office group at Wychbury is still ongoing.
7. **Prescriptions:** See 5. Practice activities. MH asked if it was possible to print the review information on the back sheet of prescriptions in a different colour to highlight the information, answer not with the printers currently in use at the practice and at pharmacies.
8. **Appointments – Did Not Attend:** No update available.
9. **Parking, Lighting and Announcement at Surgeries:** HB circulated photograph he had taken outside Wychbury that showed the need for additional lighting in front of the surgery, due to the steps and bollards in front of the surgery.
At Cradley Road BB had contacted Sandwell MBC regarding the road outside the surgery, but nothing had happened so far. MH offered to chase up the Highways and PPG agreed. MH has contacted Estates regarding access doors and chased this up. She explained that anything done at Cradley Road needs to be mirrored at the other two surgeries (only Cradley Road is Estates responsibility).
10. **Self Care For Life:** HB thanked participants. Patient surveys had taken place at all three surgeries and Action Heart. BB has calculated the results show a fall in patient awareness of the scheme. A number of patients (employed as nurses) surveyed stressed the need to promote awareness when patients are discharged from hospital. HB highlighted that more information needs to be made readily available for patients if the scheme is to be a successful and to reduce GP workload and, Urgent Care and A&E access. HB to raise the need for community pharmacy services as part of the Urgent Care facility in Russells Hall, at the next POPs meeting [NB. done with Claire Hucker at Dudley Public Health]
11. **Dudley Patient Opportunity Panel (POP):** BB, DR and HB are planning to attend the next POP meeting on the 10th of December and will be asking

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about the costs of running the Do It Right Dudley program. HB had been approached regarding chairing the meeting but he declined through lack of time to prepare.

12. **Black Country Neurological Alliance:** BG sent an email about activities of the group [attached]. HB thanked Bryan for his work for PPG.
13. **Russells Hall Hospital - PPG:** DR no communications from hospital. HB to contact hospital.
14. **Patients Surveys 2015:** The current survey will be completed in December. BB asked if the results could be provided separated by surgery. HB asked if a drive could be done before the end of the month to maximise the number of forms completed. MH expressed concern over patients' willingness to engage with surveys. HB suggested the future number of questions be reduced from 10 to 5 to improve responses.
15. **Healthcare Event 2015:** [see item 10]
16. **Any other business:**
 - a) **Self Management Programme [Expert Patient]**

HB reminded the group about the Self Management Programme. He explained the scheme currently run by Public Health, Dudley who have resource issues and have approached Wychbury PPG to establish interest in delivering the scheme as this will bring in additional funds. HB and BB to meet with organisers to discuss issues.
 - b)

MH suggested that we should delay the next meeting until March, BB explained that we need to continue with the existing timetable to ensure that members are kept up to-date with changes in the NHS and feedback from other sources. It was agreed that we continue with the existing frequency.

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Date of Next Meeting: Next meeting will be at Cradley Road date to be confirmed by the practice.

Meeting closed.

Certified to be a true record of business conducted on the 7th November 2015 at Chapelhouse 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