

Minutes: Of Wychbury Patients' Participation Group Meeting

Held at Cradley Road Medical Centre
on 1st of February 2016 at 6.45pm

1. Welcome and Apologies

Members Present: Harry Bloomer (HB, Chair), Bill Beardow (BB, Vice-Chair/Sec.), Dr Steven Coats (SC - GP/Partner), Selvaranam Arulselvan, Bryan Gould, Dennis Rose (DR) and Sarah Read (SR - Asst Practice Manager).

Clare Evans (Guest Speaker – Dudley Public Health)

Apologies: Jenny Guest (JG), Margaret Heath (Treasurer),

HB welcomed everyone to the meeting and introduced Clare Evans to the group

2. Talk by Clare Evans regarding Expert Patients Programme (Patient Self Management Programme). - Clare outlined to the group the details of the programme (see attached file) and how she saw PPGs playing an active part in promoting the programme. The concept outlined is where PPGs work with the practice to promote the programme to patients with long term health conditions. Following training patients could deliver the programme and participate with the PPG. HB highlighted patient confidentiality issues. BB suggested the PPG might promote the programme through the practice website and virtual members. HB thanked Clare for attending.

The group agreed that we should ask the practice to actively promote the programme with a view to running a course for Wychbury patients.
Action – SC, SR & Chris Penn

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

4. Bank – update: MH could not attend the meeting, so no report was presented.

5. Communications:

- a) **Suggestion Boxes:** Three suggestions were received and reviewed by the group.
- I. Related to the installation of a computer in waiting areas for use by patients to reduce the workload of staff. New information screens are being installed that can be programmed by staff.
 - II. Asked whether the PPG could suggest ideas to reduce the number of patients failing to attend appointments (DNAs – Did Not Attends), and also suggested DNAs donate £2 to charity. PPG are already working with staff to improve the situation.
 - III. The writer asked if a list of GP specialities could be provided. The group thought this information used to be listed on the website. SR said the information was listed on the NHS Choices website, BB

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suggested that a link should be provided from the practice website to the NHS Choices page. HB expressed concern regarding reliance on websites and suggested reception staff should have this customer information. Members thought the suggestion a good idea and the practice agreed to review provision.

Action – SC and SR

- b) **Wychbury Website:** Website updated to include updated details of the Pharmacy First Scheme, Agenda, minutes added. Chair thanked BB for continuing support.
 - c) **Virtual Patient Group Communications:** Agenda, minutes and final version of Pharmacy First Survey report circulated. The group currently has 140 virtual members.
6. **Practice Activities:** SC reported that a new advanced nurse practitioner (ANP) - Mrs Rachel Plumb had started work with the practice today. Rachel has specialist knowledge in Family Planning. SR told the group that the practice is expecting to be receiving an inspection by the Care Quality Commission by October this year and they will need to interview PPG representatives as part of the inspection. The practice will be given two weeks notice of the inspection date. SR also told the group that the practice are intending to become a research site, this will involve the practice in taking part in a number of studies as part of the project. SR also reported that since December 50% of all prescription are now through the Electronic Prescription Service.
7. **Productive General Practice Programme:** No progress since the last PPG meeting. [Back of house under review – patient rep. Dennis Rose]
8. **Prescriptions:** See above Item 6.
9. **Appointments – Did Not Attend:** See above Item 7.
10. **Parking, Lighting and Announcement at Surgeries:**
SR reported that new emergency lighting has been installed at Wychbury. HB commented that this will not improve the lighting outside the surgery reported at the last meeting.
Action HB to forward copies of the photos showing the lighting to SR/CP
11. **Self Care For Life:** The final report has been circulated to all Virtual Group members, NHS England, Dudley CCG and our local MP Margot James. The main outcome noted was a drop of 10% in the number of people who had heard of the scheme. A separate report was also produced regarding the survey conducted at Action Heart at Russels Hall Hospital. HB highlighted the situation in Coventry where the demands on

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A&E were overwhelming the service, but we have a situation where most patients do not know about the alternatives available. HB said our survey showed female patients in Lye knew about Pharmacy First as a result of their local pharmacy, but likewise a group of healthcare patients (nurses/receptionists) spoken to knew little about the scheme. BB mentioned Modi on Colley Gate are currently unable to offer the scheme as they no longer have a qualified pharmacist.

- 12. Dudley Patient Opportunity Panel (POP):** HB reported the last meeting highlighted the lack of pharmacy services a part of the Urgent Care Centre/A&E plan. HB suggested that the one step missing from the current set-up was a pharmacy where patients could be directed for minor ailment treatments. Two patient representations from the POPs group had worked with the CCG on developing Urgent Care Centre and they had suggested a pharmacy was required but they had been excluded from the final decision making and the provision was not included in the final specification. HB has asked for pharmacy services to be included in the next phase of the Urgent Care Centre development. A change to present legislation is required to facilitate this. The POP members thought the inclusion of a pharmacy would be a major step forward as it would allow a large group of minor ailment to be treated in the pharmacy and also solve the problem for discharged patients, having to search for pharmacy services outside normal hours. HB also said that it would reduce the cost of operating the Urgent Care as the cost to the NHS for a pharmacist to treat a patient is far less than cost of a GP. Clare Huckerby from Dudley MBC agreed with HB at the meeting, (following this discussion and other items). BB queried whether CCG Public Engagement provides useful outcomes. BB also reported proposed pharmacy contracts may effect local pharmacy operations and reduce pharmacy outlets.
- 13. Black Country Neurological Alliance (BCNA):** BG apologised for not being able to attend recent meetings due to work commitments. He had attended the bi-annual Dudley Neurology Strategy Meeting chaired by Andrew Hindle as BCNA representative. Members were told Dudley Rehabilitation Services Team, currently based at the Corbett Hospital, is being revamped. BG also reported on the shortage in speech and languid skills nationally. NHS England are to reduce clinical director numbers, including neurology, and transfer service provision to CCGs through Strategical Clinical Networks and common pathways to save costs and improve clinical care. Dudley's Vanguard service is attracting publicity and BG attended a meeting in London as part a selection team for back office services that support CCGs. Currently there are forty two Vanguard support positions available within the NHS. As a Vanguard site Dudley has access to £2,000,000 funding. HB commented that he was surprised to hear that clinical networked still existed and thought they disappeared until he received an email. BG said that he had been

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pushing within the Midlands for a clinical network for neurological conditions. The problems are they continuously undergo change and decisions are being delayed. HB mentioned taking part in a recent telephone conference and where other participants were surprised to learn that Dudley CCG operates without a patient representative on the board. Dudley's POP has an CCG employee Champion imposed on them. NHS guidance on structure is unclear but the Dudley CCG model is uncommon.

HB thanked BG for his work representing Dudley and Wychbury PPG.

14. **Russells Hall Hospital** – HB has received a reply confirming that Wychbury will be included in any future patient involvement.
15. **Patients Surveys 2015:** BB circulated the latest Doctor/Nurse survey summery draft. The survey produced a lower number (16% down) of respondents compared to last year, despite a time extension being given. This year some GPs only had three/four respondents and nurses only one respondent. Improvements to BBs report methodology will include a results chart. HB believed that next year (2017) the survey could be improved by proactive PPG promotion/involvement. Also, the form could be made even easier to complete (see attached file) to increase patient participation. SR pointed to a survey facility within the website.
16. **Healthcare Event 2015:** [see item 10]
17. **Any other business:**
 - a) Online Services – BB suggested that this year we should consider promoting the online services again as the range of service available has increase since our last promotion.
 - b) At a future Community Forum a speaker will be attending to give a talk on public health matters, date not yet known.
 - c) Dates for future meetings – SR reported that a student working at the practice has produced a list of dates for PPG meetings for the next twelve months.
Action: List to be passed to HB for review.

Date of Next Meeting: Next meeting will be at Wychbury Medical Centre on the 21st March 2016 at 6:45pm. Copy of dates for PPG meetings 2016/7 attached.

Meeting closed.

Certified to be a true record of business conducted on the 1th February 2016 at Cradley Road Medical Centre.

Signed: (Chairman)

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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