

Minutes: Of Wychbury Patients' Participation Group Meeting

Held at Chapelhouse Surgery
on 11th of April 2016, at 6.45pm

1. Welcome and Apologies

Members Present: Harry Bloomer (HB, Chair), Bill Beardow (BB, Vice-Chair/Sec.), Dr Susan Hyne (SH - GP/Partner), Dennis Rose (DR), Jenny Guest and Jill Wood (JW - Admin Assistant).

Guests: Pat Price (PP) and Lydia Ellis (LE) - Dudley Group NHS Foundation Trust (Russels Hall Hospital)

Apologies: Bryan Gould and Margaret Heath (Treasurer),

HB welcomed everyone to the meeting and opened the meeting.

2. **Dudley Group NHS Trust Overview** - Pat Price gave an overview of the work of the governors at the Trust. This included the monitoring of the services provided, ward visits and service improvement. She explained the public membership scheme and election process. HB raised the question of food provided to patients and concerns raised with him regarding food being served still frozen. PP was aware of this problem. HB also commented positively on new menu format. PP said the hospital was investigating snack meals at lunch time. Hearing loops and wi-fi are being improved. HB mentioned the lack of pharmacy services similar to that at New Cross hospital for patients close to Urgent Care/A&E had been raised with Public Health. He explained that a full range of services, including Pharmacy First, was needed close to Urgent Care/A&E. PP has been a governor for a number of years and represents the West Midlands at the Trust. LE is a newly elected member representing Stourbridge. HB thanked PP for her presentation.

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

4. **Bank – update:** MH could not attend so no report was presented.

5. Communications:

a) **Suggestion Boxes:** Two suggestions from one patient were received from Chapelhouse Surgery.

- I. The writer asked if phlebotomy service details could be included on the form. SH/JW agreed to investigate this possibility.
- II. Why is there no prescription drop box at Chapelhouse Surgery? JW explained that since January Chapelhouse Surgery had ceased offering a repeat prescription service. HB suggested the drop box be removed and BB suggested more patient information was needed. HB mentioned a patient who experienced problems obtaining a repeat prescription. The problem arose through lack of communication with the patient over a GP review. Concerns regarding the prescription font sizes had been raised with Dudley

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Healthcare Forum (practice to investigate).

- b) **Wychbury Website:** BB has updated website with agenda, minutes and the results of the annual GP/Nurse survey. Only nine doctors and five nurses/ANP/HCA had supplied email details to be sent results.
 - c) **Virtual Patient Group Communications:** BB circulated the increase to prescription charges.
6. **Practice Activities:** SH said that Dr Buse is returning from maternity leave. BB reported when his granddaughter and great grandson visited Dudley recently the both needed urgent assistance. Both saw Dr Mistry and asked BB to praise the doctor and surgery staff on NHS Choices.
 7. **Productive General Practice Programme:** HB reported that we were still awaiting draft report mentioned in the last minutes
 8. **Prescriptions:** Already discussed in item 5a.
 9. **Appointments – 'Did Not Attend':** HB ask if Lisa Groves could provide an update to the next PPG meeting.
 10. **Parking, Lighting and Announcement at Surgeries:** HB has forward photos of the outside Wychbury to CP. Lighting is very poor outside Wychbury when compared to Cradley Road, due to the contrast in lighting levels from inside to outside the surgery. SH reports illegal commercial fly tipping at Wychbury and that she and her husband had sent some time picking rubbish near the surgery. HB offered to obtain council litter pickers for each surgery [being delivered].
 11. **Dudley Patient Self Management Programme:** A meeting was held on the 6th of April at Wychbury to discuss how to introduce the programme at Wychbury. Practice had agreed to support a pilot and HB has given contacts at Provence Hall, Cradley to Michelle OMeara at Public Health. Patients identified by the practice for the pilot will be contacted by MO.
 12. **Dudley Patient Opportunity Panel (POP):** HB commented POPs meetings mirror Dudley's healthcare forum format. He is concerned that undemocratic changes made by CCG Public Engagement to patient Terms of Reference in Sept 2014 and raised with the CCG in March 2015 remain unrepresentative of Dudley's PPG's.
 13. **Black Country Neurological Alliance (BCNA):** BG email an apology. HB acknowledged representations given by BG locally and nationally.
 14. **Russells Hall Hospital –** No additional information received from the hospital since the last meeting, HB to email PP to ask for support in re-

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establishing the links.

HB commented that since the CCG took over commissioning secondary care services locally links that existed to patient safety and care through PCT networks have been lost. He is now looking to CCG GP leads to link PPG patient involvement and participation to secondary care (District General Hospitals) so we can ensure our patients get the right treatment and care within safe secondary care environments. GPs leads should establish new networks to ensure the patient voice is heard.

15. Patients Surveys: BB remains disappointed with previous comments and concerned the last PPG survey was under-valued. SH said that as part of their re-assessment every five years GPs' are required to conduct similar surveys. However, she found the survey helpful and had made changes as a result. The PPG have agreed future surveys should ask fewer questions and include PPG activities that increase returns.

16. Any other business:

- a) **Dates for future meeting:** HB asked if we can change the dates of future meetings for inclusion of members. Practice to investigate.
- b) BB had identified a possible email security risk. JW to progress this within the practice.
- c) HB asked when the PPG GM was due, BB replied that it was due in June.

Date of Next Meeting: Next meeting will be at Cradley Road Medical Centre, date to be advised by the practice.

Certified to be a true record of business conducted on the 11th April 2016 at the 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