

Wychbury Patient Participation Group

AGM & Meeting

14th June 2017 – Wychbury Medical Centre

Attendees:

Harry Bloomer (Chair); Bill Beardow; Margaret Heath; Jenny Guest; Dennis Rose; Sarah Reid

Apologies:

Sheila Peacock

1. Welcome and Apologies

HB welcomed all to the group this evening

2. Approval of previous minutes

The minutes from the previous meeting were approved

3. Bank – Account (Treasurers Report)

MH informed the group that the PPG bank account currently stood at £1300

4. Review of Years Work (Chairman's Report)

HB stated that the year saw the PPG lighten arrangements at patient meetings which became less formal to encourage new members. In addition, few meetings were held with more patients encouraged to participate in voicing their views whilst taking light refreshments.

HB also recognised the work done by members who have represented the group at various secondary care and other meetings country-wide. However, participation in improving services for neurological and cardiovascular conditions nationally is contrasted in Dudley by the lack of engagement with PLACE Assessment trained patients inputting to safer hospital environments.

Only the same 11 PPG's of a reported 46 groups in Dudley regularly attend the Patient Opportunity Panel (POP).

In September 2016, Georgina Dotchin; Primary Care Research Facilitator for NIHR Clinical Network, West Midlands visited the group to raise awareness of research groups that involve patients in primary care development work and the PPG began planning for this year's patient led health event.

The PPG enquired with SR whether the Practice was currently involved in any research initiatives. SR confirmed that the Practice was involved in 2 research group studies last year and the Practice is continuing with the scheme. Details of new research groups are to be passed onto the PPG in the future for information.

The visit by the CQC during the year assessed the Practice as good in all areas and passed positive comments on PPG activities. Estates continue to work with the Practice towards improving access at all 3 centres for less able patients. SR confirmed that a meeting has been arranged with Estates in regards to work to be carried out.

In March the group ran Gardening for Health event at Wilson Hall, Colley Gate involving the Practice, businesses, the Public Sector, volunteer groups and other patient support groups. The overall feedback for this event was positive.

With the Chris Penn retiring as Practice Manager in April 2017, SR was promoted from Assistant Practice Manager to Practice Manager. HB congratulated and welcomed SR into the role.

HB made the decision to step down as Chair at this evening's AGM. He will continue to support the group and report back on aspects of cardiovascular improvement. Thanks were given to everyone for their support whilst in the role.

SR stated that the PPG were also involved with the Expert Patient Programme which was successful but unfortunately has not continued to run due to staffing issues at the Department.

SR also stated that lighting at the front of Wychbury Medical Centre had been installed thanks to PPG patient comment box where a patient highlighted the issue in the winter months.

The PPG has a virtual group of over 200 patients with a nationwide average of 8 members regularly attending PPG meetings.

5. Committee: Appointments/Re-Election of Committee Members

Nominations were made for new Chair of the PPG. A unanimous decision was made for Dennis Rose to take on the role. All present at this evening's meeting congratulated DR on the outcome of the vote.

BB will continue to be Vice Chair of the PPG and MH will continue to be Treasurer for the group

6. Practice Update / Information

- Structure of Practice

SR confirmed that due to transition of role to Practice Manager, there is no Assistant Practice Manager at Wychbury Medical Group. There has been a change of structure to the Practice as follows:

- SR – Practice Manager

- Human Resources and Finance Officers have been appointed

- Gemma Chilton has been appointed as Reception Group Manager following LG leaving the Practice in April 2017

- JW has stepped down from Administration Manager due to pregnancy – post has been advertised. Rota workload will be covered by another member of staff returning from maternity leave in September 2017

- GP Partner Dr Sue Hyne is supporting SR in Practice Manager role with business and administration sessions

GP Partners will continue to attend PPG meetings on a regular basis. SR gave apologies due to no Partners available to attend this evening's meeting due to prior commitments.

- **Do It Online – Online Appointments / Prescriptions etc**

SR informed the group this evening that Dudley CCG have set a target to have 25% of the patients registered at the Practice registered for online access by March 2018. This equals to 1200 patients to be signed up. NHS England have also set a target for 50% of patients registered at the Practice to be signed up in 2018 for online access.

The service will be promoted in-house in reception areas across all sites.

There is also an option for carers of patients to sign up on behalf of the person they are caring for to book appointments on their behalf.

Parents/guardians with children over the age of 11 will not have parental access for their children.

There are multiple options to book appointments with the Practice – telephone/online/front of house – reception enquiries.

It was noted that a large number of appointments were not utilised due to patients booking appointments and then not attending.

Prescriptions can also be requested online via EPS.

Medical records can also be viewed online.

7. Proposed Prostate Cancer Event (BB)

BB have been in contact with local counsellor Tim Crumpton with regards to a PPG led patient event next year.

Funding will be required for the event to take place. BB has informed the group today that at the last prostate cancer event, 50 patients were tested.

David Baxter-Smith is a retired Consultant who runs the Worcestershire Prostate Awareness Group who has expressed keenness to be involved with the event.

The cost for the test per patient is £15.

SR will inform the Partners of the event which is due to take place in September 2018.

Local Pharmacies are to be contacted to see if they are able to take the PSA blood test.

8. Any Other Business

- **Mental Health Services**

HB stated that the community mental health services are not supporting patients enough and support services need to be increased.

SR confirmed that there is a MDT mental health meeting organised in the Practice with a Safeguarding Lead of Dr Sue Anderson on a monthly basis to discuss patients and their needs with all community services involved with mental health.

- **Patient Paper Records**

SR confirmed that patient paper records were no longer held on-site. Notes are being held in storage in Worcestershire. SR confirmed that there are 20 filing cabinets that are available for sale. Thoughts / ideas for where to sell cabinets are to be thought of and passed to SR.

- Saturday Clinics

SR informed the PPG that pre-bookable clinics for Saturday appointments were continuing to run up until September 2017. These are for advanced booking appointments only. No general enquiries / prescription queries can be dealt with on Saturday's.

9. Date of Next Meeting

Date of Next Meeting is to be confirmed with SR. Date in September to be organised. SR to inform BB of available dates from the Practice.

Update now confirmed as 11th September at Cradley Road Medical Practice.

Certified to be a true record of business conducted on 14th June 2017 at Wychbury Medical Centre.

Signed:..... (Chairman)
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