

Minutes: Of Wychbury Patients' Participation Group Meeting

11 September 2017 – 6.45pm
Cradley Road Medical Practice

Attendees:

Dennis Rose (Chair); Harry Bloomer; Margaret Heath; Jenny Guest; Gemma Chilton; Sue Anderson; Sarah Reid

Apologies:

Sheila Peacock; Bill Beardow; Bryan Gould

1. Welcome and Apologies

DR welcomed all to the group this evening

2. Approval of previous minutes

The minutes from the previous meeting were approved and discussed as below

- *Practice Update - Reception*

SR introduced newly appointed Reception Group Manager GC to the group. GC explained role along with ideas for PPG promotion display board to help promote the Group to patients across all sites. (Ideas are to be emailed to BB who pass them on GC).

GC stated that there had been a high volume of turnover of staff across WMC and CRMP in the last 2 months. Concerns were raised with reception staff on the telephone, GC will address these issues.

- *Practice Update-GP Services and GP Update*

Concerns have been raised with regards to continuity of care for patients with a continual GP. SR and SA explains that the Practice aims to provide continuity of care for patients but this is not always possible due to GP's being on leave or patients requesting appointments on a particular GP's non-working day. SA explained to the group that the majority of GP's based at the Practice have a specialist interest in a certain clinical areas therefore, patients may be advised to see a different GP to help with their health complaint.

Dr Buckland has now been appointed as a Salaried GP to the Practice who has recently married and will be changing her name to Dr Mullins.

Dr Brodie has returned from maternity leave as a Partner in the Practice.

- *Practice Update – Flu Vaccinations and Extended Hours/Saturday Clinics*

SR informed the Group that flu vaccination appointments are now available to be booked and the Practice are holding Saturday flu vaccination clinics. Members of the group requested to be booked an appointment for the vaccination.

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SR stated that normal Saturday surgery clinics are also to continue throughout the winter months which will be for pre-bookable appointments only.

SR and SA also explained that the Practice will be starting to have Sunday telephone consultations with GP's for patients. Suitable patients for weekend telephone consultations will be notified to reception by Clinicians to be booked.

3. Proposed Prostate Cancer Event

The previous event saw 53 patients tested with a blood test and 7 of those patients were found to have an abnormal result.

The next Prostate Cancer Awareness Event is due to run in September 2018.

Funding and fund raising ideas are to be thought in regards to raising money to hold the event which will be run by the PPG.

SR will look into blood tests for the event to be done in the Practice instead of an outside service performing the tests to help with keeping low costs for the event.

The PPG will look at estimated costing for the event.

Update: Tim Crumpton, the local councillor who originally requested that we hold the event, has suggested that funds are available from the DMB Community Forum. Normal grants are up to £1000, but they have an upper limit of £5000. BB to investigate once the practice have confirmed that they are able to perform the PSA testing required.

4. Do It Online – Online Appointments / Prescriptions etc

GC informed the Group that the Practice are continuing to promote Online Access to patients and there has been an increase in patients enquiring about service.

GC will be offering a sign-up service to patients in waiting rooms during the flu Saturday clinics which are due to run at the end of September.

5. GP Survey

The patient survey (copy attached) devised by the PPG has been placed in all waiting and consulting rooms at all sites for patients to complete a short questionnaire regarding the service at the Practice. This survey will run from September to December 2017 with results being distributed by the PPG.

6. Any Other Business

- *Gardens at CRMP*

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The gardens at CRMP were discussed today in regards to them not being maintained. SR informed the Group that the Practice is aware of the issue and there are talks with the Estates Manager in regards to the contract to maintain grounds and gardens.

- *Private Referrals*

Members of the group enquired in regards to whether an appointment was required to obtain a private referral letter. The process was explained to the Group.

- *Lights / Heating at WMC*

DR stated that the lighting at the front and side building of WMC were on throughout the day which isn't deemed as necessary. SR explained that the lights are on a timer. SR to look at altering time on timer.

The radiators at WMC were mentioned as to be rusting and not working. SR stated that heating works were due to take place to replace thermostatic valves. Overall work was being looked into for the aesthetics of all Practice Buildings. Room 1 at WMC and Room 3 at CRMP are currently in the process of being transformed into additional consulting rooms to ease capacity.

- *Mental Health Service Issues*

HB explained that Mental Health Services in the community were not understanding patients with mental health needs. HB stated that reception staff for mental health services in the community have been found to not be helpful in regards to patients cancelling / DNA'ing appointments – HB will obtain further information to pass to SA – GP Lead for Mental Health.

7. Date of Next Meeting

Date of Next Meeting is to be confirmed with SR. Date in late November / early December to be organised. SR to inform BB of available dates from the Practice.

Certified to be a true record of business conducted on 11th September 2017 at Cradley Road Medical Practice

Signed:..... (Chairman)
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