

Wychbury Patient Participation Group Meeting

04 December 2017 – 6.45pm
Wychbury Medical Centre

Attendees:

Dennis Rose (Chair); Bill Beardow; Sheila Peacock; Harry Bloomer; Janet...? Sarah Reid; Steve Coates

Apologies:

Margaret Heath; Bryan Gould; Jenny Guest.

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- General Maintenance*
- SR stated that a Gardener has now been employed to care for CRMP grounds
- Radiators at WMC have now been painted
- The security light timer has now been adjusted to save on unnecessary electricity being wasted

3. Proposed Prostate Cancer Event

The proposed Prostate Cancer Event date is to be agreed – the PPG are looking at a date in mid-September 2018. Venues are being looked at with 2 proposed venues being Providence Methodist Church and Cradley Sports and Social Club. For health and safety purposes, number of people venues can hold are to be sought and confirmed for a final decision on venue to be made. DR to confirm venue holding numbers.

During the last event, roughly 50 samples were taken from patients with 8 patients having high PSA readings returned which required follow up investigations at the Practice.

BB has been in contact with Mr Doherty, Consultant from QE Hospital and David Baxter-Smith who are both happy to be speakers if they are available once date for event has been confirmed.

David Baxter-Smith has confirmed that the 'finger prick' test that was done on the day of the previous event was not accurate. Patients who are interested in having further investigations following the event, will be handed an information slip to hand in to reception for the PSA test to be arranged.

SR/SC will look into the Practice having a GP to attend the event as a speaker.

BB has also contacted Local Counsellor Tim Crumpton for possible local government funding for the event

Event is to be promoted in all WMG sites for patients to attend. SR informed the PPG that the Practice is looking at social media pages being set up for WMG on Facebook and Twitter. This could possibly be another source of promotion for the event.

SR will also circulate the event information to all local Practice Managers for patients to attend. If patients attend the event who are not registered at WMG, they will be advised to contact their registered GP for further consultation and investigations.

4. Do It Online – Online Appointments / Prescriptions etc

SR informed the group that the patients requesting online access has increased but due to flu clinics / winter pressures, this has not been promoted effectively in the last few months. The Practice is in process of re-promoting patients to sign up and use online access for appointments and repeat prescriptions. NHS England and the CCG have set a 25% target of patients in Practice to be registered for online access.

Members of the PPG have raised issues with prescriptions not going electronically. SR/SC stated that there was an upgrade to the system which caused issues with EPS which has now been resolved.

If there are issues relating to incorrect medications being prescribed or not going EPS, SR has asked the PPG to forward concerns on to her to be looked into further for investigation.

5. GP Survey

The Practice has currently obtained 320 completed surveys from patients. Members of the PPG are happy to volunteer to help patients complete the surveys in waiting rooms whilst waiting for consultations.

It was decided at this evenings meeting to extend the survey deadline for a further 2 weeks pending approval from Reception Group Manager GC.

SR to collect all surveys following deadline date to then pass to BB to collate information. If GP's would like individual feedback from the patient surveys, SR will email the GP's for email address contact for BB to forward the feedback to.

6. Any Other Business

- Pharmacy First

BB stated that there were a number of local Pharmacies that did not know that the Pharmacy First Scheme was continuing. BB has contacted Dudley CCG who has confirmed that the scheme is still ongoing. Pharmacy First is to continue to be promoted in local pharmacies and in Practice.

- Innovation Funding

SP has received information from Health Watch to state that there is innovation funding available in conjunction with Dudley Council for non-profit groups to apply for funding for events. SP to look into information further as to whether a bid can be placed for the prostate cancer event.

- Long Term Condition Letters

SC has asked the PPG to review patient appointment letters inviting them for long term condition reviews. The letters have recently been re-worded for easier understanding for patients. Karen Clarke – Admin Manager at WMG will forward the revised letters to BB for the PPG to review the letter templates.

7. Date of Next Meeting

Date of Next Meeting is to be confirmed with SR. Date end of January / beginning of February 2018 to be organised. SR to inform BB of available dates from the Practice.

Certified to be a true record of business conducted on 04 December 2017 at Wychbury Medical Centre

Signed:..... (Chairman)