

Wychbury Patient Participation Group Meeting

22 January 2018– 6.45pm
Chapel House Surgery

Attendees:

Dennis Rose (Chair); Bill Beardow; Harry Bloomer; Margaret Heath; Janet Hulme; Sarah Reid; Sue Hyne;

Apologies:

Bryan Gould; Jenny Guest

1. Welcome and Apologies

DR welcomed all to the group and introduced Janet Hulme to all attendees this evening.

2. Approval of previous minutes

The minutes from the previous meeting were approved.

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 with it planned to be held on a Saturday. Venues are being looked at including Cradley Sports and Social Club, Cradley Baptist Church and Cradley Community Centre. Further information is to be obtained from all venues including costings and number of people each venue can hold before a final decision can be made on a place of venue.

The PPG have requested funding from the Cradley Community Forum for £700 to help with costings for the event. MH confirmed that there was £1233.65 currently in the PPG account.

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.

There was previously a discussion in regards to WMG carrying out PSA checks on the day of the event. SR/SH are unsure if this would be possible due to samples being stored / sent in an effective and timely manner. SR/SH to contact Russells Hall Pathology Lab for further information.

SR/SH will look into the Practice having a GP representative to attend the event.

Event is to be promoted in all WMG sites for patients to attend and in the local press/local community areas. BB is in process of having a poster designed for the event. Once these are available, some are to be passed to WMG for display across all sites.

SR will look at sending text messages to a target age group to promote and advertise the event.

4. GP Survey

BB has completed analysis of GP Surveys from patients at WMG. There has been an increase in number of surveys completed; 180 GP and 180 nurse surveys with the results showing a minimal fall in rating for GP's from 93.6% to 90.7% and nurses rating falling from 93.3% to 91.4%.

The main issue/complaint from the GP survey was lack of appointment availability.

BB will circulate feedback to individual members of staff via email in the next 2 weeks.

5. Pharmacy First

BB stated that there were a number of local Pharmacies that did not know that the Pharmacy First Scheme was continuing and is due to continue until March 2018.

Members of the public are still unaware that medicine enquiries can be asked at local pharmacies with the dispensing Pharmacist to avoid unnecessary appointment usage at GP surgeries.

Other borough Pharmacy First / community services were discussed – SH/SR to feedback this information to Dudley CCG.

Pharmacy First information is to be updated by BB and displayed across all WMG sites.

6. Any Other Business

- Online Access

SR informed the PPG that a decision had been made not to allow online access for children at WMG. Online access is still being promoted within WMG with NHS England and Dudley CCG setting a target for 25% of patients registered at WMG to be signed up for online access.

- Practice Update

Disabled Parking –

SR confirmed that the disabled parking lines had been repainted at WMC and signs had been displayed to state the same. The feedback for this has been positive.

Practice Staff –

ANP Rachel Plumb is due to leave mid-February 2018. Her position has been advertised and is due to close to applicants on 24th January 2018.

Dr David Hegarty is currently not working at WMG due to sickness with no certainty of when he will return. The Practice staff wish him a speedy recovery.

- General Information

Age UK

BB attended a community forum with an Age UK Representative present. Age UK can help support people and offer funding for daily living.

Patient Surgery

HB suggested holding a patient surgery in the surgery for advice/listening sessions for patients. Further information for this to be held needs to be looked into.

Eye Referrals

SH informed the PPG that RHH will not accept walk in patients to the Eye Clinic at Russells Hall Hospital. Referrals have to be sent electronically and will be triaged by the Eye Clinic with the patient being contacted directly by the Eye Clinic for appropriate action.

7. Date of Next Meeting

Date of Next Meeting is to be confirmed with SR. Date to be organised in 3 months. SR to inform BB of available dates from the Practice.

Update: The next meeting will be on 9th of April at Cradley Road Medical Practice, starting at 6:45pm

Certified to be a true record of business conducted on 22 January 2018 at Chapel House Surgery.

Signed:..... (Chairman)