

## Minutes: Of Wychbury Patients' Participation Group Meeting

Held at Cradley Road Medical Centre,  
on 27<sup>th</sup> April 2015 at 6.45pm

### 1. Welcome and Apologies

**Members Present:** Harry Bloomer (Chair)-(HB), Bill Beardow (Vice-Chair/Sec.)-(BB), Margaret Heath (Treasurer)-(MH), Christine Partridge (CP), Dr Steven Coates (SC), Dennis Rose (DR), Dharshana Arulselvan (DA), Lyan Adams (LA), Saima Furhuraire (SF1) and Saran Furhuraire (SF2)

HB welcomed everyone to the meeting and introductions followed.

**Apologies:** Bryan Gould, Jenny Guest and Selvaranam Arulselvan

### 2. Approval of previous minutes: The minutes were approved.

Items from previous minutes not covered in agenda.

*a)* **Talk by Modi Pharmacy:** HB reported he had written to Kuljit Gill from Modi's thanking him for his excellent presentation at the last meeting.

*b)* **Patient Records:** BB & HB have attended a meeting with Sarah Read to discuss the contents to be included in the on-line patient records. Based on our discussion at the last PPG meeting SR had prepared an example using BB medical record. This was reviewed and found to include all the information requested at our last PPG meeting, although some information was difficult to find. Patients wishing to have the service need to visit reception and provide proof of identity and sign up to the service (at the same time they can have on-line access to appointments and repeat prescriptions).

*c)* **Healthcare Event 2015:** HB explained that he has not as yet been able to locate the health check bus service on-line. He told the group about the planned visit to an Open Day at Cable Plaza 30<sup>th</sup> April organised by Dudley Disabled Learning Activities & Advice Centre. They are offering volunteer groups free use of rooms. HB suggested the possibility of a Dudley wide PPG Health Care event, possibly using this as the venue.

### 3. Bank – update: MH reported the current state of the groups finances.

The current bank balance is £2,394.61, the group have received a £60 cash back from Amazon regarding recent purchases. HB thanked BB & MH for their efforts.

### 4. Communications:

*a)* **Suggestion Boxes:** We had received four suggestions from patients this time (see attached file), HB read out each one to the group and they were all discussed at length.

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1. The first item was regarding medication of different manufacture being supplied by pharmacies and the problems this can create for patients. This is an acknowledged and frequently raised issue that patients might speak to the pharmacist about.
  2. Regarding disabled access to the surgeries. Patients in wheel chairs have difficulties due to the door closing on them as they enter. It was requested that hooks are fitted to hold the doors open. The group did not agree hooks were a good solution. Powered access doors might assist. **Action: SC and MH to investigate.**
  3. On-line appointments. The patient asked why it is not possible to book an on-line appointment with a nurse? The same patient explained that he is having difficulties booking same day appointments with a GP at Wychbury and requested that more appointments are made available on-line. **Action: CP**
  4. The patient asked is it possible to direct patients to see the next available GP if the patient has been waiting for a long time and another patient fails to attend. This is managed ad hoc by the reception staff, who direct patients to fill gaps where others fail to arrive on-time.
  5. Patient with hearing problems find it difficult to understand tannoy announcements in surgeries. If made aware reception staff do assist patients with hearing problems.
- b) **Wychbury Website:** Agenda, minutes and the date of the next PPG meeting added. Also information regarding the increase in NHS charges, your rights in the NHS and blood testing in Dudley added. **Action BB/HB:** Outstanding from last meeting PPG page needs updating.
- c) **Virtual Patient Group Communications:** The group now has 139 members following the recent patient survey. Agenda and minutes have been circulated to all member and copies of the change to NHS charges and the changes to the blood testing program in Dudley. BB reported that he posts the date of PPG meeting to the PPG's Twitter account.
5. **Practice Activities:** HB reported that practice had received a publication from CP produced by NAPP, the National Association for Patient Participation regarding promoting patient participation. This has been copied to BB & HB. SC reported that Dr Thomson will be leaving in June. HB stated the PPG should push the Pharmacy First scheme for minor ailments during the coming year. BB reported that Pharmacy First lacks publicity across Dudley. HB reported that the use of ANPs is a major success and they are also difficult to recruit.

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SC asked the PPG to review a notice that the practice have produced regarding the time allowed for GP appointments. This highlights the need to book two 10 minute appointments to discuss more than one problem. BB said patients can only book one appointment online. HB stressed that within ten minutes GPs are expected to assess patient needs and type up the notes, including coding data.

**Action:** HB agreed to review the notice (Completed).

a) **PPG Leaflet (Dr Coats/Chris Penn):** Still outstanding.

HB asked if the practice would let us know how many leaflets they need.

**Action – Chris Penn**

6. **Productive General Practice programme:** With assistance from Midlands and Lancashire Commissioning Support Unit the program is being rolled out to more GP practices in locality areas within Dudley CCG. Bids will be considered from applicants and six practices offered a grant to participate in the scheme entitled Enhanced Primary Care Development Programme (EPCDP). Interested parties attended a presentation last week at which HB presented the patients view. He has been asked to join the selection team. If the next development stage is successful the programme will be rolled out further to the remaining practices. BB stressed the need for patients to be involved from the start of the programme to avoid the problems we encountered working on the program at Wychbury. Our PPG hope to support the programme with help to participating PPGs.
7. **Prescriptions:** No additional comments, see suggestions.
8. **Appointments:** BB gave a presentation on Did Not Attends (DNAs) using figures supplied by the practice for GP appointments. This showed that 7% of GP appointments were being lost owing to patients not attending the appointments. The NHS loss is in excess of £140,000 per year. The PPG survey for January/February 2015 asked patient what they thought should happen to DNAs; 37% said DNAs should be fined, 25.7% said DNAs should be removed from the practice list and 10.4% said DNAs should not be offered timed appointments. See attached updated copy of the presentation, which includes ANPs, GPs, nurses and HCAs. HB suggested that we should undertake a survey that focusses on DNAs to try and identify some of the causes involved. MH suggested that we should include the costs on the notice used to inform patients of the number of DNAs. This was unanimously agreed.  
**Action:** CP what options are available to the practice? BB to provide information regarding NHS costs to Lisa Groves. Lisa to add to the notice the total cost of lost appointments to the NHS so far in 2015.

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- 9. Parking, Lighting and Announcement at Surgeries:** No changes were reported regarding lighting and parking since the last meeting. SC repeated the information regarding the move of the district nurses from Wychbury to Stourbridge and that this should improve the parking at Wychbury. HB suggested that we need to do a proper survey of the situation at Wychbury to assess the situation accurately over a two week period.  
MH asked SC about access from the car park at Cradley Road, following the cutting of the bushes near the entrance. SC stated that exiting the car park is still a major problem due to close proximity of parked cars. HB suggested that a speed reduction feature on the road directly in front of the exit or the introduction of a 20mph speed limit, might improve the situation.  
BB asked if it was possible for local school children to undertake traffic surveys on our behalf. HB suggested surveys might be funded
- 10. Self Care For Life – Pharmacy First:** HB reported the CCG have agreed to continue for another year. The full details of the new scheme will be available by 1<sup>st</sup> of July. This late start may create problems. HB invited the group members to join him at a presentation he is giving on Pharmacy First to the members of the Dudley Federation of Tenants & Residents Associations AGM at 7pm on Thursday 28th May 2015 at **High Arcal Sports & Social Club, High Arcal Avenue, Brierley Hill, DY5 3QH**. The presentation will include the details of the existing scheme and the changes we have already been told about for 2015/16. The major change we know of is that the scheme will cover the whole of Dudley.
- 11. Dudley Patient Opportunity Panel (POP):** HB explained to the group what the POPs group is. The group is made up of representative from PPG across Dudley, unfortunately not all groups send representatives. The function of the group has been evolving since its conception. It has now reached the stage where a number of members feel it needs to make a major change to how it operates. To date the agenda has been set by the CCG that to a large extent mirrored the presentations given at the Dudley Healthcare Forum. Members now feel it should be set by the membership and to this end a small group of the members meet to focus on the problem. After a short initial discussion the group was joined by a representative of Health Watch Dudley and later by representatives from the CCG. The outcome being that the CCG was requested to arrange a meeting of the whole group to agree a way forward for members to take more control of the group and have better representation at the CCG. This meeting has now taken place and we are awaiting the report back from the CCG. HB stressed the need for wider patient involvement like we have within our group, where any member is able to become involved in representing the group if they wish and not just the chairman. BB suggested that our two younger members might like to attend a POPs meeting to gain additional experience. HB confirmed his support for the

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suggestion.

MH presented the group with a copy of a recent newspaper article regarding the CCG making available £50,000 to patient groups in Dudley. This is the fund that provided our group with the grant of £1000 to purchase the IT equipment being used by the group. The grant is available to all PPGs in Dudley to use for suitable projects. The fund is being administered by Dudley CVS on behalf of Dudley CCG. Unfortunately only a small percentage of the PPGs in Dudley attend the POPs meeting.

12. **Black Country Neurological Alliance:** BG was not able to attend due to work commitments.
13. **Russells Hall Hospital - PPG:** DR reported that he had not attended any meeting since our last meeting.
14. **Patients Surveys 2015:** BB gave a presentation of the survey undertaken in January and February. The intension of the survey was to inform patients about using the pharmacy for minor ailments, the use of ANPs and the use of online appointments/repeat prescriptions. The survey included a question regarding DNAs, this produced 135 comments as listed in the DNA presentation. A copy of the presentation and the comments are attached to these minutes.  
The practice has asked the group to repeat the survey of doctors/nurse performance to allow comparison with last years results. This has been agreed and a updated form passed to CP. HB suggested that our group should support the practice by attending the surgery and handing the forms to patients as we did with the Pharmacy First Scheme.
15. **Any other business:**
  - a) Blood/anticoagulant testing at Chapel has been discontinued this is causing problems for patients in the Colley Gate area, as to get to Russells Hall or Corbett requires the use of two buses. SC stated the change is due to the CCG allocation of phlebotomist to do the testing. SC also reported that newer anticoagulants are now available that do not require the same amount of patient monitoring.
  - b) A question was asked regarding the future of Modi's due to the proposed development of Colley Gate. MH suggested that Wychbury might be interested in using the premises at the Chainmakers pub as this would make an ideal surgery.  
**Action:** BB to check if Modi have any information on the development.
  - c) SC informed the group that in future he would be sharing attending the meeting with other doctors. HB thanked SC for his support.

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**Date of Next Meeting:** The next meeting will be held at the 15<sup>th</sup> June 2015 at Wychbury Medical Centre starting at 6:45pm. This will be the AGM.

Meeting closed.

Certified to be a true record of business conducted on the 27<sup>th</sup> April 2015 at Cradley Road Medical Centre.

Signed: ..... (Chairman) .....

### Acronyms:

ANP – Advanced Nurse Practitioner

CCG - Clinical Commissioning Group (Dudley)

CQC - Care Quality Commission

DGH – District General Hospital

NAPP – National Association For Patient Participation

POP - Patient Opportunities Panel

PPG - Patient Participation Group