

Minutes: Of Wychbury Patients' Participation Group Meeting

Held at Wychbury Medical Centre,
on 15th June 2015 at 6.45pm

ANNUAL GENERAL MEETING

1. Welcome and Apologies

Members Present: Harry Bloomer (Chair)-(HB), Bill Beardow (Vice-Chair/Sec.)-(BB), Margaret Heath (Treasurer)-(MH), Bryan Gould, Dr Susan Hyne (SH), Jenny Guest, Dennis Rose (DR), Dharshana Arulselvan (DA), Lynn Adams (LA), Selvaranam Arulselvan (SA), Saima Furhuraire (SF1), Saran Furhuraire (SF2) and Sarah Read (SR)

HB welcomed everyone to the meeting.

Apologies: no apologies received

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

3. Bank – update: MH reported the current state of the groups finances. The current bank balance is £2286. (copy of statement attached).

4. Review of Year's Work: HB presented a review of the years work (copy attached).

5. Committee: Appointments/re-election of committee members: The agenda had been circulated and no nomination were received for committee membership prior to the meeting. Existing members were prepared to continue and they were nominated, seconded and unanimously re-elected.

6. Communications:

a) Suggestion Boxes: Nothing received. MH stated that she was surprised that none had been received. It was concluded patients must in general be satisfied with services.

b) Wychbury Website: The PPG page has been update and the 2015 Self Care banner added. The information page has also been updated with the self care banner. The entry on prostate cancer up date to include the PSA testing event in Stourbridge and the Self Care entry up dated for this year's week. SH asked if we could add information regarding the risks involved with PSA testing and the NHS age restrictions for testing, BB agreed to do this.

Update: Entry already has a link to NHS Choices website for prostate cancer.

c) Virtual Patient Group Communications: The group now has 140

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members. Agendas and minutes circulated to all members along with a copy of the request for a member to join the cytology service focus group. From the last patient survey 16 patients who added their telephone number but did not indicate whether they would join the PPG/virtual group. BG agreed to contact these patient to establish if the had an interest in joining either group. Thanked by Chair.

7. Practice Activities:

- a) SR reported that the NAPP membership had been renewed and the new membership certificate received.
- b) SH reported that the practice had established a new "Advanced Nurse Practitioner – Chronic Diseases" post. ANPs can produce prescription for patients without reference to a GP. Repeat prescription will continue to be dealt with by GPs. The intension of the post is to free up GP time for more serious ailments. Patients with chronic conditions will be directed to the ANP in the post. HB asked about training, SH replied that there is an ongoing training program for nurses. HB spoke about GP recruitment and asked DA and SF1 about how they saw their future in medicine DA replied that she would be looking to work in a hospital and SF1 stated that she would be looking to work outside the UK, both thought that general practice would be more demanding.
- c) SH reported that Dr Thomson had now left the practice to take up a position with a practice in Stourbridge, Dr Oakhill is now on maternity leave for approximately twelve months and Dr Minton will be returning from maternity leave later this month.
- d) LA asked whether "The Limes" was effecting the practice. SH said a number of patients had registered increasing pressure on the practice.
- e) BB asked about the integrated care service, SH replied that the service is now running at the practice, with monthly meetings to discuss patients in need of support. SH and Dr Willet are the lead GPs. HB comments that the next step should be to get patient involvement.
- f) BG asked if the ANP – Chronic Conditions were able to deal with patients with mental health conditions. SH replied that normally these patients are dealt with by specialist nurses from the hospital, but the ANP might be able to assist with this.
- g) BG asked about access to hospital records by GPs. SR replied that this is not currently available, but work is underway on this. Currently only information on blood test and lab results are available.

8. **Productive General Practice programme - Update:** The PPG have been asked if any member would like to join the cytology service focus group, unfortunately no members volunteered. The Enhance Primary Care Development Programme has now been offered to practices across Dudley with eight been selected for the program. HB, DR and BB have attended as patient representatives. HB stressed that this was a major commitment for PPG members. BB reported that at the sessions he

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attended with DR no information was available suitable for persons with sight problems.

9. **Prescriptions:** No additional comments. BB reported that NICE had publish a report regarding work done in Walsall to reduce GP work load by using local pharmacists to prepare and monitor repeat prescriptions. BB to forward a copy SH. SH reported that they are considering taking on pharmacist to do this type of work. At the last meeting BB was asked to speak to Modi's regarding the proposed development of the site at Colley Gate. They told him they have a long term lease and have no plans to move. HB asked about the repeat prescription form and SR replied that it was in regular use and was liked by patients. Other practices have also express interest in using the form.
10. **Appointments:** At the last meeting we asked CP to review the DNA options available to the practice. SR replied that the options open were limited and need careful handling. BB stated that he had done a search on the web and found a number of practices with exclusion polices. HB said the PPG had suggested publishing the cost of DNAs, BB had supplied Lisa Groves with information. The practice is monitoring the situation and contacting patients to identify the reason for the none attendance.
11. **Parking, Lighting and Announcement at Surgeries:**
 - a) MH reported that the lighting at the bottom of the hill at Cradley Road was obscured by tree branches. She has contacted the council and been told that they cannot rectify the problem until August, due to birds nesting in the tree. MH to contact them again in August.
 - b) MH reported that she had been in contact with the "Highways Dept" regarding the problem of exiting from the Cradley Road practice car park. Installing a mirror across the road from the practice was rejected by the Highways dept. The Highways dept suggested installing a sign asking driver to reduce speed, or remove two parking bays on the road. HB suggested that we may need to have an on-site meeting with the Highways dept.
 - c) MH reported that she has contacted the "Estates" with regard to automation of the main access door to the Cradley Road practice.
12. **Self Care For Life – Pharmacy First:** Pharmacy First is now been run across Dudley, a revised specification is due to be issued in July. When this becomes available the PPG will update the presentations giving to other local groups. HB explained that we will be promoting the scheme across Dudley. The message is been undermined by the Dudley CCG with the introduction of the "Do It Right In Dudley" which will dilute the Pharmacy First message. The "Do It Right Dudley" program does not comply with the NHS guidelines. The other important point is that NHS England need to provide the pharmacies with suitable literature to promote the scheme fully. Our group has suggested that every doctor in

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Dudley should hand every patient who attends with a minor ailment a copy of a Pharmacy First sheet and suggests that in future they might like to use the scheme.

The POPs Group have a meeting in July to discuss Self Care week plans for across Dudley. At the last POPs meeting we proposed that each PPG should be going into their local shopping centre and handing out Pharmacy First leaflets and explaining the service to the public.

13. Dudley Patient Opportunity Panel (POP):

- a) At the last meeting the recommendation made by the members were not fully implemented, with the agenda is still being prepared by the CCG.
- b) At the meeting we were informed that the walk-in centre is making a difference, with waiting times typically seven minutes, this has reduced the waiting time in A&E to a maximum of three hours. POPs members who had used the service reported that they were please with the way the service is working, but commented on the long walk from A&E to the location of the service.
- c) BB reported that at the meeting the CCG proposed that PPGs were to nominate a member to represent their locality and site with the GPs and practice staff at the CCG locality meeting. BB stated that he did not favour this as he believes a member from each practice PPG should attend as part of the practice team if we are to adequately represent the patient needs at each practice.
- d) HB reported that a similar situation exists regarding POPs membership.

14. Black Country Neurological Alliance: BG reported that they are holding a road show at the Molineux ground in Wolverhampton on Thursday this week, this will be the biggest event the group has run. BG has attended two meetings with Dudley CCG regarding end of life, palliative care and respiratory care for Muscular dystrophy patients and the wider context patients with neurological condition. The intension being to improve the care of patient by bring together a multidisciplinary team. Currently there is a problem with feedback from the specialist care centres to the GP practices, which it is hoped the group can be improved in the future. SH said this was particularly a problem with feedback from Birmingham regarding our patients, this could be improved if the specialist teams could call the practice and update them regarding the current situation with our patients. BG also reported that Dudley CCG have agree to finance cough assist (1:30:00) machines on a case by case basis, this BG stated will be a major step forward for Dudley patients. HB said this is an important message for us to take to the POPs meeting as a major step forward for Dudley. This is the first story that we can report from the CCG. BG stressed that their group is small and covers a wide range of conditions.

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- 15. Russells Hall Hospital - PPG:** DR reported that he had not attended any meeting since our last meeting. It is now over twelve month since the last meeting.
- 16. Patients Surveys 2015:** HB asked about the previous survey, BB replied that this is on the practice website and has been circulated to the virtual group. HB asked if the practice could ensure we get results from all surgeries, as the last survey was concentrated at Wychbury. HB asked if the members had any ideas for our next survey at the end of 2015/2016. LA suggested ANP questions. SH said she would discuss this with the practice to see if anyone had a topic for us.
- 17. Healthcare Event 2015:** HB reported that we had visited the Cable Plaza at Brierley Hill at the invite of the Dudley Disabled Learning Activities & Advice Centre who run the site. This is available free of charge to all voluntary groups in Dudley. Unfortunately the location is a little remote and in need of redecoration. We had considered using it for a Dudley POPs event, but given the the above decided against this. We think our event will now be part of Self Care Week 2015 in November. MH suggested that we should consider the Salvation Army at Cradley Heath, BB suggested that the it might be better to use one of the empty premises on Cradley Heath, High Street or at Lye joining with the practice there. The downside for Cradley Heath is parking.
- 18. Any other business:**
- a) MH asked if blood test for patient will long term problems were still being done, SH replied that yes they are. MH also asked if notification were still being given to patients. SH said that the form was being given out with repeat prescription forms, MH was advised to check with the pharmacy. BB asked if this was the same for PSA checks, SH said this was not the case for PSA tests.
 - b) BG asked about GP accredited learning courses, SH replied that this part of the service provided by the CCG on a monthly basis and information was provided by the Royal College of GPs. The practice also receive a weekly CCG new sheet.

Date of Next Meeting: The next meeting will be held at the 27th July 2015 at Chapel House Lane Surgery starting at 6:45pm.

Meeting closed.

Certified to be a true record of business conducted on the 15th June 2015 at Cradley Road Medical Centre.

Signed: (Chairman)

Acronyms:

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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