

The Manor Practice Patient Participation Group Meeting Monday 27th January 2014 at 1.00pm at Ashfurlong Medical Centre

Present:

Carol Cotterill, Gordon Barber, Joy Waterhouse, Margaret Escott, Jo Twist, Jackie Elwell, Helen Newman, Alan Cox, Denny Manning, Thomas Forrester, Kathy Caldwell

Apologies:

Chris Howland, Rachel Perkin, Christine Young and Jane Gale

Matters Arising & Singing of Minutes:

CC apologised that she had failed to publish the A&E data as promised. CC would correct this as soon as possible.

Welcome to new member

GB wished all participants a Happy New Year.

GB welcomed AC to the group and introductions were made to each member. AC is now semi retired and has previously been involved in Fire Safety with the Fire Service and NHS.

CC to email AC the Terms of Reference and the Ground Rules for the PPG

Report from Chair

GB reported that there is to be a 2nd PPG Annual Conference held at the Midlands Arts Centre on Wednesday 26th February 2014 from 2pm until 5pm. The purpose is to inspire and encourage other Practices to form and set up PPG's. It is intended that established groups will be able to highlight the benefits and share examples of successful events they have held. CC reported that she is unable to attend this event due to other commitments but HN will be attending on her behalf. GB commented that he understood that approx 91 people had applied to attend.

The group discussed the need to continue to actively recruit members to ensure that the group is representative of the practice population. AC questioned whether evening meetings may be more appropriate to capture the younger workers. The group commented that this had been tried but conceded that perhaps they could rotate the meetings lunchtime and evenings. TF suggested that a Saturday morning might be considered. The group felt this was a good opportunity to explore and a date was set. This is to be held on Saturday 15th March at 10.00am.

GB will arrange a Power Point presentation of the groups' achievements to date for viewing.

CC will arrange to invite the virtual group to come along and post on the website.

Practice News

HN informed the group that Dr Pattni is to start her maternity leave on 24th February. Her maternity absence will be covered by Dr Caroline Wall.

Dr Yakoob is also joining the practice as a regular locum, to work on Thursday morning and afternoon sessions and Friday mornings.

A new practice nurse is to join the existing team and her name is Laura Shore. Laura will join the practice in the middle of March. The expansion in the nursing team will allow for more Minor illness clinics.

CQC:

AC advised the group that his wife is a Practice Manager and is currently acting as a locum in a practice who has had a recent CQC inspection. AC reported that all was well and all policies and procedures were looked at. AC commented that his wife might agree to come and update the group on how her CQC inspection was carried out. The group suggested she be invited to the Saturday morning session to update the group. All agreed.

JT enquired whether all clinicians' qualification were checked in line with the guidance that CC had forwarded some months ago. CC reported that all qualifications and areas of nursing expertise are checked and can be viewed in the Practice Brochure and the website.

JT had outlined a number of items from the CQC document that she felt should be discussed so the group are fully informed before the practice inspection and suggested that the subject of CQC be the top agenda item at the next meeting.

PPG Members help for Check in Screen at ASH

HN requested offers of help from the group to assist and educate patient in the use of the check in screen. This was also a good opportunity to engage and recruit members at the same time. KC agreed to help on 3rd February from 9.30 -10.30.

The group discussed the position of the check in screen and suggested posters be more prominent on the front doors. The time on the check in screen also needs to sync with real time. HN will arrange to deal with these items

Newsletter

DM requested ideas from the group for the next instalment of the Practice Newsletter. DM will include details of practice news together with articles on keeping warm, checking on neighbours, taking care in icy weather. Suggestions made by the group also included the check in screen, fire safety, safety in the home, car safety and exercise.

AC will forward Fire safety article and KC will forward exercise article to DM for inclusion.

Any other Business:

KC informed the group that she regularly receives emails from Heart of England Trust regarding seminars. KC has recently signed up for PLACE and will receive instruction on carrying out inspections on various details regarding the wards at Solihull, Heartlands and Good Hope Hospitals between 24th February and 26th May 2014. KC will report back to group.

TF commented that he was surprised that the GP's were not always up to date on progress of patients under Consultant care. HN commented that discharge letters are now being received electronically so this is getting better. CC commented that unfortunately some Consultants only write to GP's when they are discharging patients.

JT enquired whether the practice promotes GP's specialities. CC commented that they are General Practitioners and therefore do not necessarily specialize in a particular area.

JT requested that there be a change in the music being played.

HN to arrange to obtain new music player and various CD's to suit all tastes as soon possible.

JT enquired whether text messaging is still working. Cc reported this is still in progress but texts can only be sent if we have correct mobile numbers on our records.

JT commented that the Local brochure advertises various businesses and she had seen surgeries opening times in a recent edition. CC commented that all our opening times are placed on the practice and NHS choices website and in the practice brochure and that we do display signs around the surgery for Bank Holidays.

CC did not wish to commit to subscribe to any other brochures.

ME requested that money raised in the cake sale be donated to Air Ambulance.

CC to arrange.

Date of Next Meeting:

10th March 2014 1.00pm Ashfurlong Medical Centre

15th March 2014 10am Ashfurlong Medical Centre