

Patient Participation Group Meeting on Monday 27 April at 1.00pm at Ashfurlong Medical Centre

Present:

Gordon Barber, Helen Newman, Christine Young, Alan Cox, Tom Forrester, Susan Kay, Jackie Elwell, Denny Manning, Joy Waterhouse, Rachel Perkin

Apologies:

Carol Cotterill, Dr Chris Howland, Margaret Escott, Jo Twist, Dr Nigel Speak, David Hall

Matters Arising and Signing of Minutes:

No matters were arising and GB signed past minutes as a true account

Report from Chair:

GB advised he had received a request from Ashfield Surgery to attend their PPG meeting and offer his views/ideas due to the infancy of their PPG. The meeting is scheduled for Wednesday 29 April 2015 where he has been allocated a 15 minute slot. The meeting is arranged for the evening which provoked discussion on the timings of the Manor Practice meetings.

HN advised that until such time as we recruit members giving a wider age range, the times of the meetings do suit the current members. HN also advised that 2 years ago the AGM was held in the evening which did not increase the attendance.

GB advised that Ashfield Surgery have 25 members at present.

GB advised that he would be talking to Ashfield PPG about the Do's and Don'ts regarding PPG membership – particularly that the PPG is not a place to “air” individual moans or complaints.

GB also stated the importance of adhering to the Agenda.

The above points – GB will relay to the Ashfield PPG.

CY added that she thought that most groups including Lions and Rotary had problems in attracting younger members.

TF agreed and said that this may well be a generation issue.

HN expressed thanks to the current members of the PPG and for their determination and hard work in regularly attending meetings and for all of the support and input. She also stated that she felt that for some patients, especially of working age, it is very difficult for them to find time to attend meetings.

CY replied that she felt if people were interested enough in any subject they would find the time to attend.

DM added that parents have problems with being particularly busy and running their children around. She spoke about designing a flyer advertising and promoting the group.

GB asked the group if a further Health Awareness Day would be valuable in targeting younger members. He spoke about the big problem with alcohol issues within young persons.

HN advised the group that she had in fact been speaking to Carol Cotterill recently with regards to holding a further HAD and that CC had suggested representation from Carers UK, Dementia, British Heart Foundation and St Giles as these organisations were not in the remit previously.

HN gave details to the group about a recent training event that had been held at St Giles for reception and administration staff. HN explained that at the beginning of the session, a representative from St Giles spoke about services that were available such as Support Services, Bereavement Groups, MS Support Group.

TF said that he thought it might be a good idea to have a First Aid representative carry out demonstrations.

CY suggested a representative for Addictions.

GB spoke about the younger generation and felt that there needed to be a dramatic topic to entice people and for them to show interest. GB went on to say that young people are portrayed as having a major problem where alcohol is concerned and felt that it would be helpful to have a representative from AA. RP spoke about the issues surrounding alcohol addiction across all ages and not just the younger generation. RP also stated that there are issues around drug addiction as well as gambling addiction.

TF suggested a Sexual Health representative who could give advice on STDs.

GB asked the group as to when they would like the HAD to be. HN asked the group when they thought this would be best. DM stated that it would be beneficial to hold the HAD around the time that flu jabs arrived at the surgery so patients could be opportunistically vaccinated.

GB stated that the group would need to be mindful when deciding which representatives to invite as the building is limited for space. GB also asked the group which would be the best way of encouraging patients to come along to a HAD.

HN suggested advertising it as much as possible, i.e. rolling screen, newsletters and website.

GB asked whether organising blood tests for patients would encourage patients to come in. Both HN and RP explained that blood testing is not as straightforward as that, in that blood tests would need to have been requested by a GP prior to the patient having the blood test. HN and RP agreed that weight and BP checks could be done instead.

AC suggested having Diabetes UK attend to carry out risk assessments and felt that this would be a good way of encouraging people in. RP asked whether this would require a private room and if it did this could pose a problem.

JE and HN both said that Boots and Lloyds Chemists both carry risk assessments out for patients.

The group all agreed that the Health Awareness Day should be held on Thursday 8th October 2015. The group agreed they would go away and think of ideas for the next HAD.

Practice News:

HN explained to the group that Laura, Practice Nurse would soon be starting maternity leave and her last day would be 12th June 2015. HN also explained that the Practice were looking for a nurse to cover Laura's maternity leave. HN went on to say that there could potentially be a further nurse looking to retire later on this year but would keep the group informed as to if and when this happens.

HN notified the group that 2 receptionists had left at the Ashfurlong branch in that one had retired and the other has decided that she is choosing another path in her career. HN explained that one of the positions had now been filled and that the Practice were interviewing for a further receptionist.

HN also spoke about the Practice advertising for another GP and that she would keep the group informed on this. JW asked if Dr Caroline Wall is now working for the Practice permanently. HN agreed that CW is now a full time salaried GP.

HN gave details of the training afternoon that all of the administration staff and reception staff had attended at St Giles. She also explained that the clinical staff had attended a different session at Trinity Centre. HN stated that it was a very beneficial afternoon and that all members of staff came away with something valuable. HN explained that the training session covered team work and also customer care.

Practice Website:

HN expressed the Practice's thanks for DM, CY and JT's input over the past months in their involvement with the Practice website. HN said that the Practice recognised they had put a lot of hard work and effort in to helping with this. HN explained that DM, CY and JT had met with herself, CC, NHS and CEH along with the website providers for a very full and in depth meeting recently. HN said that there had been a lot of brainstorming ideas and felt it had been a very productive meeting. HN advised the group that the providers would now go away with all of their ideas and suggestions and will come back in the near future with a briefing. HN said that she felt that the new website would be a major improvement compared to the previous one. GB asked if there would be illustrations with the briefing. HN said that she would hope so. HN advised that the sign off date would be 22 May 2015.

Any Other Business:

TF asked who was responsible for Manichem. HN and RP explained that this was a private company that rented the premises from Ashfurlong (Manor Practice). TF stated that he thought the service was not good and in fact a "nightmare". TF said he felt that the surgery had outgrown the chemist and that the service was not good. AC also commented that he felt the same way and that he often walks into Sutton Coldfield and opts for Boots, as in the past he has often not been able to collect any of his medication from Manichem as they haven't had any of it in stock. HN mentioned to the group that although she was not 100% sure of the outcome, she did know that this had been under discussion.

JE asked why it was when she needed to book a blood test, she was often advised that there were no appointments more than 12 weeks ahead. RP explained to her that all appointments were overseen by her and the reason for this is because the appointments are normally put on 2 months ahead because of the many changes that happen within the team of clinicians. HN did suggest that there is a Walk in Phlebotomy Service upstairs in Sutton Medical Consulting that patients could attend which ran on a Monday and a Friday between 9 and 12. Most members of the group were unaware of this fact and said that they felt it needed to be advertised more clearly. HN stated that this was not advertised as we do have a service that is provided by Good Hope Hospital and that the Practice prefers to fill these slots first and that SMC was more of an overflow clinic.

JE asked why it was that every time she collected her prescription that there were lots of blank sheets of paper that came with her prescription. JE said she felt this was a waste of paper and resources. HN stated this was a computer issue and is unable to be amended.

HN will ask CC re this.

CY stated that she has received a letter from the Practice with regards to her blood test for HbA1c and was concerned as the letter says that she needs to contact the Practice for her next blood test which is in 12 months' time. CY was concerned that elderly patients or patients whose memory is not so good may forget this and felt this could be dangerous for the patient if they are allowed to slip through the net.

HN to look into this

HN passed around a Community Directory that the Patient Group at Four Oaks Medical Centre had created. This was a folder full of very useful information including services for carers. HN asked the group to let her know if they would like her to e mail them a copy of this. CY and RP both agreed that this was something that the Manor PPG looked at right at the beginning when it was first set up, although it was never followed up. HN suggested that maybe the group could look at doing a similar project in the future.

DONM: 8th June 2015 at 1.00pm

Thanks to HN for lunch!