

3 Villages PPG AGM Meeting 24th January 2018

Minutes

1. **Present:** John Sabin (Chair) JS; Linda Sabin LS; Thomas Chapman (TC); Marion Griffiths (MG); Irene Arrowsmith (IA); Liz Davenport (LD); Adrian Head (AH); Paula Collins (Interim Practice Manager) PC; Carol Longmore (CL); Colin Burch (CB); Sue Helm (Minutes) SH; Dr Foulds (Dr F)
2. **Apologies:** Bob Homer; Louise Harper – observer from King Edwards College
3. **Minutes of the last meeting Nov 2017** – approved as correct record
4. **Matters Arising from last meeting**
 - Item 6 NHS Information corrections** – Updated and comments responded to (PC)
 - Item 7 – Facebook development** – no progress due to Christmas and New Year break
 - Item 8 – Speaker Charlotte Bennett** – not yet booked – LS preparing schedule of speakers
 - Item 9 – Urgent Care Centre** – opening delayed until 27th Jan 2018
 - Item 11 – PPG email address** incorrect on website, phone number still to be removed – PC to action
 - Item 9 - Suggestion box** – still issues over items placed in box having gone missing. Noted that box at Wollaston surgery states it is for suggestions and not complaints
 - Item 14 – Boots pharmacy Wollaston** delays in getting prescriptions to patients – PC to follow up with pharmacy
5. **GP Resources**

CB raised concern that 2 doctors have left the practice in last 2 months – Dr Mahmood and Dr Wild (retired). May be more difficult to get appointments. Dr F reported that a reappraisal of finances in autumn found that the practice was overstaffed with GPs for 12 months and this could not be sustained. There will be less overall appointments but it will be more streamlined.

Concern also raised that closure of Norton surgery may result in higher patient numbers for the practice which could impact on appointments.

Appointment system is being changed and possibility of outsourcing some services. “Active Signposting” is big push and changing the mindset of patients is key. Reception staff to have training on triage of appointments.

No pre bookable telephone appointments now – these are arranged by doctor. Practice monitors urgent and non urgent appointments via conversation with reception staff.

Dr Foulds is now lead for dementia following Dr Mahmood's resignation.

6. Wollaston Surgery Hours

Closed on Wednesday afternoons but more GPs available on certain days of the week. Extended hours on Sundays still being funded until 31st March 2018 and funding will continue after this date from the KAB group.

7. Practice Contact for PPG

Paula Collins is interim Practice manager now that Corinne Wood has left the practice.

8. Birmingham Conference Feb/Expenses

Conference in Birmingham on 21st Feb 2018 – NHS England – Next Steps for Improving Access to General Practice – CB and LD attending. The content may cover Active Signposting so will be useful for PPG.

9. King Edwards College student

CB referred to earlier discussions about having a student from college to be involved in PG activities. Proposed that they could attend tea parties, meetings and maybe CCG meetings. Would also be useful to have a different perspective from a young person.

Dr F commented that the student should be over 18 as there would be safeguarding issues and also not sure how practical it would be to attend CCG meetings.

Action – CB to meet with college contact to discuss further and to contact Dr Tapparo re the CCG proposal.

10. Locality group feedback – LS

LS attended KAB group meeting in December. Here was an open meeting on Falls Prevention and Winter Warmth but despite publicity in surgeries, libraries and local shops there were no attendees which was disappointing.

Discussed future events programme but no further progress.

Information sharing amongst local surgeries discussed and potential for sharing speakers from tea parties discussed.

11. POPS feedback – IA

Specsavers hearing tests discussed – speaker attending tea party in April 2018. Patients can be referred by GP to specsavers and tests would be free but if not referred there would be a charge.

Staff at specsavers to be given training on removing ear wax.

Dr F – pathways can be challenged through CG.

Action – LS to contact CCG

Hearing loops can be set up in people's homes – not sure of procedure or supplier.

MCP – taking time to set up as this will be the first one – Foundation Trust.

IA distributed Healthwatch booklets

Next meeting – 15th Feb 2018 4.30 – 6.30pm at Beacon Centre – IA unable to attend.

SH will attend in her place.

12. PPG treasurer's Report

LS reported that she had been unable to contact Inge Hill and there had been no report received for the year.

CB reported that there is around £330 in the account from book sales at Wollaston surgery

Action – SH to send message to Inge via Nextdoor Amblecote asking her to contact LS

13. Appointment of 2018 Officers

14. **Chair** – John Sabin confirmed

Secretary – Linda Sabin standing down. Sue Helm proposed and seconded

Vice Chair – Colin Burch confirmed

Treasurer – Colin Burch volunteered to take this over from Inge Hill once she has been contacted. Noted that Inge had not attended a PPG meeting during 2017 and had not submitted a report.

15. Executive Committee

All above elected officers to be on Executive Committee for 2018

Irene Arrowsmith nominated by CB and seconded by SH

Linda Sabin nominated by SH and seconded by JS

MG expressed a wish to be on this committee when her health improves.

16. Letter of thanks

6 Christmas Cards received from Tea Party members and a letter of thanks was read out to the group.

17. Any Other Business

JS – Discharges from RH Hospital have occurred where the GP has not been informed where the patient is. Query raised over correct procedure.

Dr F – practice is aware of some of these issues. Patients and families should contact PALS service to highlight issues. Assessments for discharge should be done in hospital and it is the responsibility of the hospital to keep GPs informed.

Action – LS to follow this up

All complaints go via CCG.

LS – Tea Party – issue raised re prescriptions – electronic ones are fine but paper ones have items ticked that are no longer required and patients are being issued with drugs that they no longer need. Advice is to photocopy examples of these so that practice can investigate.

CL – Pantomime update on tickets provided

IA – POPS meeting – asked for volunteer to attend next meeting as IA cannot attend

CB – Asked who will be clinical lead for COPD now that Dr Wild has left. Dr F confirmed this will be Dr Robinson from April 2018.

Dementia Assessments – will these continue now that Dr Mahmood has left – Dr F confirmed that there was time limited funding for these so they will not continue after March 2018.

Tea Parties – Who will attend the tea parties from the practice to give updates. Dr F and PC to discuss and feed back to group.

PC – has list of patients wishing to join PPG –Action: to pass on to SH

Dr F – thanked all outgoing and incoming members of the committee on behalf of the practice.

AH – requested list of tea party dates and Acronyms – Action – LS to provide.

Date of next meeting – March 2018 - tbc