

### 3 Villages PPG Minutes of the meeting held on 23<sup>rd</sup> May 2018

**1. Present:** John Sabin (JS) Chair; Linda Sabin (LS); Rev Tom Chapman (TC); Colin Burch (CB); Irene Arrowsmith (IA); Marion Griffiths (MG); Adrian Head (AH); Sue Helm (SH) Minutes; Paula Collins (PC) Practice manager; Dr Foulds (Dr F); Scott Taylor- Boots Amblecote for item 3.

**2. Apologies:** Carol Longmore ; Inge Hill; Kirsty Fraser; Liz Davenport; Bob Homer

**3. Welcome to guest Scott Taylor from Boots Amblecote to answer patients' queries.**

Q1 - Patients report that pharmacy does not stock some products as they are no longer available and why are they not offered alternatives?

A - ST confirmed that generic equivalents are usually available

**Q2 – Why are some patients sent away without being offered alternative products?**

**A – All assistants have received healthcare training to some extent and will usually ask duty pharmacist or refer to another provider. Over the counter products are limited to specific conditions and offering alternatives could break the product licence.**

Q3 – Is new Prescription Ordering service (POD) working OK?

A – Seems to be working and medications are being synchronised for patients.

**Q4 – When medication is in boxes of different numbers (e.g. 28 or 30) this can lead to patients running out of tablets**

**A – POD is managing this for patients**

Q5- Can controlled drugs be supplied for more than 1 month at a time?

A – Prescribing policy produced by CCG for controlled drugs needs to be adhered to. Patients could request for practice to review their medication on an individual basis.

**Q6- Are Boots still delivering prescriptions to patients?**

**A – Deliveries are Mon – Fri from Amblecote and Mon – Sat Wollaston to housebound patients only.**

ST confirmed that the Area Manager will try to attend the next meeting - **PC to action**

**4. Minutes of the last meeting (28<sup>th</sup> Mar 2018)**

Confirmed that the minutes were a true record of the meeting. 2 minor amendments made.

## **5. Matters Arising from the minutes**

**Item 4 -Facebook page development** – no further progress – **Action -JS and BH to discuss**

**Item 4- PPG email address and contact number** – incorrect info on the latest Information Sheet in waiting areas – **Action: PC to ask IT dept** to update the template used so that the correct details are shown.

**Item 4 - King Edwards student attendance at CCG meeting s** –still to be confirmed –**Action - CB**

**Item 4- PPG treasurers report** – balance is £354

**Item 4 - Tea Party – representation from practice** – PC may be available to attend the May event if staffing allows

**Item 4 - New patients added to forum email** – **Action - SH has some still to be added**

**New Data Protection law** – agreed that PPG will ask patients on the email forum if they wish to opt out – **Action SH**

**Item 5- New receptionist at Wollaston surgery** – confirmed that Vicky has taken over from Jo

**Item 10- Prostate cancer screening** – **Action-CB to contact Public Health England.** May also be worth contacting Prostate cancer charities for lobbying

**Item 11- NAPP conference 2018** – No one from PPG will be attending this year

**Item 12 - NAPP awareness week** – Not taking part this year due to poor response from patients last year.

**Item 16- Paperback pricing** at Wollaston – done

**Item 16 - Community Information event** on 11 April 2018 – not attended

**Item 16 – significant event figures** listed are confirmed as annual figures

**6. NHS 70<sup>th</sup> anniversary tea party – Thurs 5<sup>th</sup> July 2018** at Brierley Hill Civic Hall. Helen Codd sent through information for the event open from 10.30 – 2.03pm. Open to all, flyers being produced.

4 tea party volunteers will be attending to assist with tea making on the day – IA, LS, CL and SH

To be raised with patients at next tea party in May to determine numbers attending.

## **7. Appointments practice policy**

Question raised by MG – why can't patients see a doctor of their choice for continuity of service?

A – Dr F confirmed that logistics and administration of achieving his is impractical as all partners and staff work in a team. Appointments can be booked 4 weeks ahead with a doctor of choice but emergency access remains the same.

Continuity of care comes with follow up appointments with GP.

Complaints/comments are appointment based. Dr F distributed information on appointments in order to offer a safe service to patients.

Patients are still having difficulty getting through to surgery by phone. Dr F confirmed that on line bookings are available on the day if patients cannot get through.

### **8. Long term conditions and blood tests – CB**

Question on whether policy on managing Long term conditions has changed and what the policy is on blood test forms.

PC confirmed that a reminder for patients to collect the blood test forms is texted to patient asking them to also book an appointment. If this is missed this can be tracked by the practice who will be contacted by phone. Little promotion of this has been done – suggested that this could be updated on website and in waiting room areas – **PC to action**

### **9. Report from Wollaston Pharmacy meeting – PC**

PC met with area manager which resulted in Scott from Amblecote pharmacy attending tonight's meeting. PC will request that the area manager attends a future meeting.

### **10. Locality meetings – LS**

Day of the last meeting was changed at short notice and there were only 2 attendees at the meeting. Seems to be little interest from other PPGs in attending.

### **11. POPS meeting feedback – IA**

Presentation from Diane Wake new CEO at RH hospital. Some issues addressed – staffing levels, agency staff, patient feedback, maternity services (16 midwives & 2 consultants in post); community services (30 district nurses in post and focus group set up to support; matron appointed in community services; Executive team – medical care rated as Good but culture fractured and triage not being done correctly.

A & E – not taking notice of national guidelines, sepsis guidance not being followed – staff are now being trained

Funding - £1.4 million obtained.

Clinical leads – more doctors appointed

CQC assessment – not a fair assessment as it was done at a difficult time.

Tour of hospital open to POPS members on 8<sup>th</sup> June 2018 – contact Keren in CCG or Helen Codd.

## **12. Complaints –LS**

Existing complaint on hospital discharge– reply received but no named individual on letter from complaints team. Issues raised with Diane Wake.

Dr F distributed complaint report for last year – total of 5 complaints to practice – some customer care training has taken place as a result (funded by CCG) and dementia awareness training included in this.

## **13. Waitrose cheque – LS**

Cheque received from Waitrose from the Community fund tokens for £247.

## **14. Miss Elwell Award – LS**

£20 cheque to be paid to Sally Sixsmith at St James's School Wollaston. Cheque to be raised – **Action CB**

## **15. Any Other Business**

- CB – has the closure of the Norton practice resulted in greater numbers of patients at 3 villages? PC confirmed that patient numbers are just under 10,000 so no significant change.
- Screen in Wollaston waiting room is not used – **PC to ask IT to action.**
- POPS meeting on 7<sup>th</sup> June – **SH to attend in absence of IA.**

**Next meeting – Wed 25<sup>th</sup> July 2018 6.15pm at Stourbridge H & SC Centre.**