

Three Villages PPG Meeting Minutes from the meeting held on 24th July 2019

1. Present: Adrian Head (AH) Chair; Sue Helm (SH) Minutes; Linda Sabin (LS); Liz Davenport (LD); Irene Arrowsmith (IA); Paula Collins (PC) Practice Manager; Josh Corns (JC) Asst Practice manager; Colin Burch (CB) Vice chair; Marion Griffiths (MG); Carol Longmore (CL); Sandra Hall (Sha)(practice); Heather Beddows (HB)

2. Apologies: Alan Watkins (AW); Rev Tom Chapman (TC); Hilary Taylor (HT); Bob Homer; Inge Hill; Ray Govier (RG)

3. Minutes from the last meeting 29th May 2019 read and approved.

4. Matters arising

- **Point 5 – CHP re car parking** – no further updates following emails from Chair and practice
- **Point 9 – New system in place re booking appointments.** SH raised concern that there is no facility to book online as previously – all requests go to reception so they can be triaged and called back on day. Discussion took place on this with practice in favour of the new system but concerns raised from some of the committee.
- **Point 14 – HCA pack** in progress – **Action PC**
- **Point 18 – Back to work scheme** – JC reported that some patients have been reviewed and appointments made

5. Locality Group feedback – LS to send minutes to SH for distribution

6. POPS feedback – IA attended last meeting –

Presentation on new Primary Care network – PC confirmed that this had started with Amblecote & Brierley Hill in same network. Dr Tapparo is clinical lead for new 3 villages PCN.

- Presentation on Dementia – signs and symptoms. Only Dementia Gateway is Brettle Lane
- All external hours appointments are now on Saturdays and not Sundays
- Physio treatment and advice offered to patients with 2 week waiting time.
- There will be no representative from 3 Villages at next POPS meeting on 15th August 2019 as this is the same day as the tea party outing to Weston.

7. Events attended – None

8. Practice update – PC

- Phasing out fax machine, all records being sent electronically – increased data protection and security and less paper.

- Posters in waiting room being reorganised so it is clearer for patients. PPG have a table for leaflets and information. There is a board for compliance information, current health campaigns, community groups and events and safeguarding issues
- All patients with long term conditions being followed up, should flag up tests, clinics etc
- Focus on Signposting for patients
- Non English speakers have access to translators
- Question re asthma patients – PC confirmed that annual check ups still being done, medication reviews flag up any increased use of inhalers
- Dr Harrison is COPD lead
- Dr Robinson is Respiratory lead
- CB suggested that a new list of lead doctors is required – **Action PC**
- Birth month health checks still continuing

9. GP Survey Results 2019 – PC to send results to SH for distribution

Summary of results as follows

- 96 of 247 survey forms completed and returned – low return rate
- 11 of 18 results are above the national average
- 2 of 18 are equal to average
- 5 of 18 are below the national average – this includes telephone system and appointments
- Overall the practice is pleased with results
- Ideas and solutions from patients to practice on service improvements welcomed

SH – questioned why solutions could not be learned from the GP surgeries that scored above the national average. PC replied that they were unable to do this as they do not know which ones scored highly.

Question asked re allocated GP for each patient – PC replied that this does not work in practice

10. Friends and Families Results – JC

- Feedback for June and July sent out, discussed, results mostly favourable
- Forms for carers in reception – to register on record are important as it can help GP to identify if support is required for carer.
- Carers are supported when trying to get appointments and reminder that they can also get flu jab.

11. Wollaston Defibrillator – CB received quotes for costs as follows

- WM Ambulance – 3 preferred suppliers, costs from £1100, £1900 + 1 other tbc
- AH has contact for supplier – cost from £900 - £1200
- Existing defibrillators – the 2 nearest apart from SHSCC are the Bonded Warehouse and Ryemarket, Stourbridge (nr Home Bargains) – funding raised by Stourbridge & Kingswinford Lions
- Other means of finance – Lions, other charitable associations, dentist in Bridgnorth Rd next to old Wollaston practice
- HB contacted Gaunts (funeral directors); butcher in Wollaston – both interested. Main issue is location and installation – wiring and electricity supply.
- **Action Plan required – CB/AH**

12. Fundraising

- Defibrillator – approaching local businesses is first step
- AH to organise charity dance for 100 people, to include raffle
- PC to organise sponsored walk in September
- Other ideas – Quiz at Graham's Place in Wollaston – HB, Race night
- PC to set up account for funds to go into and to sort publicity in local press etc.

UPDATE on events – Dance arranged for 18th Oct at RBL, School Drive, Amblecote from 8pm. Tickets £6

UPDATE – Walk arranged for Saturday 14th September from 11.45am from SHSCC to Rugby Club in Wollaston – PC organising forms, route etc.

13. Any other business

- CB – PPG website has very little information on it - SH nominated to assist JC/PC – **Action PC to arrange date**
- LS – NAPP minutes have been sent out to members

Date of next Meeting Wednesday 25th September 2019 6.15pm

