

## Three Villages PPG Meeting

### Minutes from the meeting held on 27<sup>th</sup> November 2019

**1. Present:** Adrian Head (AH) Chair; Sue Helm (SH) Minutes; Linda Sabin (LS); Liz Davenport (LD); 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); Irene Arrowsmith (IA); Rev Tom Chapman (TC); Hilary Taylor (HT); Debbie Whittaker (DW) -new member; 2 guest attendees John Malpass (JM); Keith Brown (KB)

**2. Apologies:** Alan Watkins; Bob Homer; Inge Hill

### **3. Confidentiality agreement/meeting protocols**

AH introduced the meeting protocols to the group and advised that all questions and items must go through the chair. This will also aid the minutes being recorded accurately.

Confidentiality agreements given to all members to sign and return to secretary.

**4. On line appointments** – Dr Foulds and John G (Practice IT) present for this item

**Telephone system** – There have been a number of complaints re the telephone system and the system is part of the building infrastructure. At a recent staff meeting it was confirmed that the landlords will allow the practice to have a new number as the current system is not fit for purpose. Date for this to be confirmed.

**On line bookings** – patients wanting to book online can only do so for extended hours (Saturday) appointments. All other requests for appointments have to be triaged by reception and given a call back. Discussion took place on this with comments being that this call back service is not convenient for some patients – e.g. mothers taking children to school.

Dr Foulds explained that there is a need to manage the calls as the excessive numbers can become unsafe. The focus is on signposting to utilise appointments in the fairest way so that right patient is seen at the right time.

There is a national initiative to start 111 pilot which will reduce the number of appointments available if taken over by 111 calls.

Timing of appointments – committee agreed that early evening appointments better than early morning for older patients. Bus passes cannot be used before 9.30am

Continuity with patients being able to see the same GP has always been important, follow ups are done face to face or by telephone.

Question raised on why patients cannot book appointments by telephone on Saturdays – PC explained that contract with NHS is Mon – Fri and Saturdays are funded separately by CCG.

All feedback re appointments from PPG will be taken on board by the practice.

**5. Minutes from the last meeting** Sep 2019 read and approved.

**Matters arising –**

- Lead specialisms of GPs – no longer have specialisms
- Website update meeting - PC to set up new date
- Pharmacy charges for housebound patients – Halesowen pharmacy do not charge, PC to ask Amblecote Boots to confirm their position.

**6. Wollaston Defibrillator update**

CB brought the AED distributor to the meeting – cost of £1200

Details

- fully automatic,
- easy to use,
- includes first aid kit.
- Cabinet to house the defibrillator purchased at cost of £300 – due to be delivered 28<sup>th</sup> Nov 2019 and installed outside Aldi, Wollaston.
- No installation costs, 8 year warranty, battery life 4 years, maintenance £50 p.a. Pads last 2 years.
- Regular maintenance checks needed – PPG responsible for this – CB happy to do this for initial period and then share out to others on the committee. – All agreed

Publicity required on the siting of defibrillators in the area- 3 villages are first PPG to own and fund a defibrillator – CB to contact St News and invite Dr Pope's family to publicity shoot – Dr Pope's name is on the defibrillator box.

Training sessions being arranged for defib on Old Bakery site – suggested that PPG could join in these sessions.

It was suggested that the council be asked to provide advertising board in village – CB to approach

CB and PC to discuss further publicity arrangements.

**7. Fundraising proposals**

CB distributed fundraising summary/PPG account detail.

Raised 3,074 in total

Suggested that we use surplus in the fund for patients – suggestions to AH/SH by end Dec 2019.

No need to limit fundraising

### **8. Dr Pope memorial update**

Waiting for landlord to confirm siting and costs

6 years ago the day of this meeting that Dr Pope died

Suggestions for siting – under oak tree

Plaque needs to be re-sited in reception area of surgery – tbc

### **9. Healthcoach**

Information distributed to meeting on role of the healthcoach. There is CCG funding for more staff to be trained in this role. Suggested that this is promoted at future tea party.

### **10. Waiting room information**

Concern that minutes from PPG meetings no longer on display in waiting room and self-help information missing – LS to send the self-help info to PC

No Independent Age booklets on display – practice to check stocks

### **11. Flu clinic waiting times**

PPG attended 2 promotional sessions for patients having flu jab and patients were waiting a long time on the day to be seen which was producing some complaints. PC explained that there had been staffing problems on the day which meant that a doctor had to sign patients off which led to delays.

**12. Locality Group feedback** – Meeting notes distributed to members. LS resigned from this group as she can no longer attend meetings. HT volunteered to be new representative.

**13. POPS feedback** – SH to distribute minutes when available.

### **14. Fundraising- AH**

- Dance – profit banked £454
- Walk – Just giving page £981.48 raised
- Quiz night – on hold

## **15. Practice update – PC**

- Dr Tapper in contact with NHS England for more funding for practice for registrars. NHS have agreed to fund 1 registrar and 1 medical student.
- Meeting with CCG in Dec 2019 re the practice becoming a nurse training practice and developing a programme for nurses
- Reception area for secretaries and admin being redesigned so that more of the waiting room can be seen.
- There will be 5 extra clinical rooms upstairs following redesign of staff room, records room and admin. NHS funding until March 2020, aiming to complete by Jun 2020.
- New nurse – Laura Murphy – doing weekend work.

## **16. Friends and Families Results**

- Feedback distributed for October sent out, some good comments.
- JC has produced poster on feedback received.
- Looking at new text service so that doctors can text patients.

## **17. Any other business**

- NAPP newsletter sent out to members
- Water fountain in waiting area – PC confirmed that this had been removed due to health & safety reasons.
- Getting together at Christmas event on 25<sup>th</sup> Dec at St Thomas's Church hall for people on their own or homeless – SH left poster for practice to publicise.

**Date of next Meeting:** Wednesday 22<sup>nd</sup> January 2020 at 6.15pm. AGM will precede the main meeting.