

## Three Villages PPG Minutes of virtual meeting 14<sup>th</sup> April 2021

1. **Present:** Adrian Head (AH) Chair; Sue Helm (SH) Secretary; Sandra Hall (SHa) Practice staff; Linda Sabin (LS); Irene Arrowsmith (IA); Liz Davenport (LD); Colin Burch (CB) Treasurer; Deb Whitaker (DW); Paula Collins (PC) Practice Manager; Denise Vaughan (Team Manager); Dr Uppal; Dr Harrison  
Members welcomed Denise Vaughan to her first meeting and Dr Uppal and Dr Harrison as observers in their GP Partner roles
2. **Apologies:** Rev Tom Chapman (unable to log in); Carol Longmore (unable to log in); Hilary Taylor; Inge Hill (IH); Bob Homer (BH); Alan Watkins (AW); Marion Griffiths (MG) no internet
3. **Minutes from last meeting**  
Minutes from 13<sup>th</sup> January 2021 agreed that these were a correct record
4. **Matters Arising**  
**Fundraising :** CB requested list of equipment from practice that PPG may be able to raise funding for. PC will update but informed the meeting that they are trying to get funding from other sources.
5. **PCN representative** – SH agreed to be the new PCN representative for the PPG in place of LS.
6. **Practice Update – PC**
  - a) **Vaccination timetable :** 12 week timetable, using same venue for 2<sup>nd</sup> dose at Brierley Hill  
5,335 patients have received the first dose  
Over 50s and 2<sup>nd</sup> doses now being done  
Practice contacting patients for 2<sup>nd</sup> dose by text and phone
  - b) **Telephone system:** Faults and delays still being reported by patients. Calls disconnect after a certain time. System may get overloaded. **Action: PC will look into technical difficulties and report back**
  - c) **Bereavement support:** Bereavement card and letter sent to patients' families/next of kin. Practice staff trained to signpost patients to bereavement and support services. Dr West has made up a bereavement pack to pass on to other GP practices – **Action: LS will chase up with CCG**
  - d) **Face to face appointments:** telephone appointments preferred first step to keep footfall down and results in patients being seen quicker by GPs.
  - e) **Staffing:** Nursing team fully staffed; GP Partnership changes with Dr Uppal and Dr Harrison being made GP Partners; Denise Vaughan appointed as Team Manager; PC leaving the practice on 22<sup>nd</sup> April to work in Solihull, a new practice manager will be appointed in due course; Jon in ICT will update the website and add any items such as PPG minutes to the site

## **7. POPS feedback - IA**

IA attended online meeting. There was a report from Primary Care Commissioning Manager which highlighted some of the difficulties moving forward

3 Villages are first patient practice providing for this new development

POPS minutes and Questions and Answers are all available online at

<https://www.dudleyccg.nhs.uk/patient-participation-groups-ppgs/>

## **8. Memorial Plaque-** CB met with CHP landlord Diane Malkin 3 weeks ago. Site identified on the car park area and original quote for plaque will be accepted as another quote received was higher.

Delay to planting rose bush but this should be planted in next week. There will be a plaque to be placed in front of the rose bush commemorating Dr Liz Pope

## **9. Any other business**

- a) IA asked whether the practice is accepting new patients. SHa confirmed that approximately 200 patient requests are received each month and there are currently 10,391 patients registered with the practice.
- b) PC thanked members of the committee for their work and support during her time as practice manager and the committee wished her well in her future role.

**Date of next Meeting – Wednesday 23<sup>rd</sup> June 2021 at 6.30pm at the practice. (tbc)**