

# Three Villages PPG Committee Meeting minutes of 18th October 2023

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1. **Present:** Liz Davenport (LD); Chair; Sue Helm (SH) Minutes; Colin Burch (CB); Carol Longmore (CL); Hilary Taylor (HT); Sandra Hall (S Hall) Receptionist; Steve Whittaker (SW); Tyler Studley (TS) Practice Manager; Dr Robinson (Dr R); Ola Idowu (IO); Anne Robinson (AR)
2. **Apologies:** Marion Griffiths; Alan Watkins; Roger Noons; Deb Whittaker; Maria Lodge-Smith; Dr Inge Hill
3. **Welcome to new members** – Anne Robinson joined the meeting at item 7
4. **Minutes of Last Meeting** – 9<sup>th</sup> August 2023  
Agreed as true record
5. **Matters Arising**
  - Item 7b- Staffing** - Health professionals at practice – Physicians Associate employed by PCN, does face to face appointments on Thursdays  
Receptionist – started in July and settled in.  
IT Operations manager – in process of recruitment
  - Item 7e - PPG Information board** – in progress (ML)
  - Item 7e – Poster** for waiting room re treating reception staff with respect – no progress to date. (SH)
  - Item 8b – Blood test labels** – no further progress on proposed change
  - Item 8c – Education sessions** – Healthy eating session led by dietitian took place for approx. 10 patients. Sessions are for small groups/cohorts.  
Session took place on menopause and nutrition – suggested that these could take place at more suitable time as many target patients are working.  
Dr R stated that as these included nutrition as focus they had to take place in Dietitians working time.  
Women's' Health sessions to take place led by Dr R.  
May be future sessions at weekends on menopause.  
Group agreed that sharing slides with patients would be useful.

## 6. Items raised by PPG members

**a)Appointments booking online (LD)** - By 8.30am messages come up when booking online stating that triage is full and to resubmit form the next day. Is this due to pressures on practice?

**Response** - New triage limits have been introduced for safety reasons based on number of requests and capacity to deal with them. Priority given to under 5s, over 75s and terminally ill.

Practice can offer appointments within 2 weeks via a text message sent by GP which gives patients dates and times options to book. This works well with flu,

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pneumonia jabs and other appointments. Requests for appointments with specific GP takes longer than 2 weeks.

TS in process of updating a new practice leaflet.

- b) Car park used by NHS staff (SW)** – Entry/exit on John Corbett Drive – concern expressed re safety with vehicles leaving car park without checking whether cars or pedestrians are coming down road, some near misses.  
**Action:** TS to notify owners of the car park CH re safety concerns.
- c) Shingles jab eligibility (CB)** – eligibility varies in age groups. TV campaign misleading as it suggests that all those over 65 are eligible but it is only for those who turned 65 from 1<sup>st</sup> Sep 2023. (see attached poster)
- d) PCN voting system (CB)** – TS confirmed that the voting system is not based on number of patients on practice list. Each of the 7 practices within PCN has 1 vote so a majority of 4 wins the vote.  
Practice still trying to reinstate the PCN PPG group – formerly KAB (Kingswinford, Amblecote and Brierley Hill)

### 7. Practice Update

#### **a) Staffing – Recruitment**

See Item 4 Matters Arising

Difficulty in recruiting reception staff due to poor references etc

**b) Statistics** – in last week Footfall online 2000+ requests, telephone 2,700 requests for appointments

Over 12,500 patients currently registered. Approx 350 new patients registered per month.

**c) Access Hub** – Brierley Hill H & SC Centre – open between 6pm – 10pm for acute infections- bookings only. Also open for blood tests and smear tests.

**d) Patient records** – paper records now all digitised – will create new space for admin and another meeting room

### 8. Any Other Business

**a) Steve Sharples** – Founder member and Chair of PPG and Tea Party group has sadly died after a long illness.

**b) Pharmacy** – Is there a list of free non-prescription drugs that pharmacists can provide?

**Response** TS/ S Hall confirmed that there is a list but patients need to check with individual pharmacy.

**c) Medication for LTCs** – some patients had their medication stopped if they had not had a blood test within the required time – concerns that this could be dangerous.

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**Response** – it can be more dangerous to continue medication without the blood test results, assessments are made on a patient by patient basis. Blood tests can be booked on Saturdays at Russell's Hall and at Brierley Hill HSCC and Merry Hill.

**d) Health Checks for over 74s** – Tea Party members had talk from Let's Get Healthy team on NHS health checks – are there any for over 74s that could be arranged? Currently not NHS policy to do these for this age group.

**Action: CB** to ask tea party members if they would be interested in attending special session at practice.

TS stated that Let's Get Healthy Dudley is not being recommissioned as funding has ended.

**e) Defibrillator** – Battery life is 4 years and defibrillator purchased by PPG is now 4 years old. CB has received quote of £350 for new battery. Suggested that WMAS be approached for a quote. All agreed that this should be purchased within next few months.

**Date of Next Meeting – Wednesday 17<sup>th</sup> January 2024 at 6.15pm. \*To be preceded by AGM starting at 5.45pm**