

# THREE VILLAGES PATIENT PARTICIPATION GROUP

## MINUTES OF MEETING HELD ON

WEDNESDAY 15 JANUARY 2025 AT 6PM

AT

## STOURBRIDGE HEALTH AND SOCIAL CARE CENTRE

1. **PRESENT:** Maria Lodge (Chair) Liz Davenport (Vice Chair) , Colin Birch (Treasurer) Jan Smith (Secretary) Alice Dainty (Deputy Practice Manager), Roger Noons, Alastair Grant, Tracey Grant, Sandra Hall (Lead Receptionist), Debbie Whittaker, Linda Sabin, Pete Gibson
2. **APOLOGIES:** Anne Robinson, Karen Faulkner, Hilary Taylor, Steve Whittaker
3. **WELCOME TO NEW MEMBERS** Alastair, Tracey, Pete
4. **UPDATE ON AGM MEETING** – All in attendance were present at the AGM
5. **MINUTES FROM LAST MEETING ON 13 NOVEMBER 2024**
6. **MATTERS ARISING FROM MINUTES** – Information board in reception, assistance with the survey and vaccinations were discussed
7. **ITEMS RAISED BY PPG MEMBERS**
8. *Doctor Harrison joined the meeting after item 7*
9. Colin asked about the position with a Social media policy. Work is currently in progress on all policies

Finance Update (CB) – same as AGM

Fundraising is not urgent but Maria wanted fundraising to take place to raise £1000. Linda suggested a car wash. Colin will follow this up

### 10. PRACTICE UPDATE

No up-date regarding online forms as the system is in the process of changing. December phone system was changed so no update at the moment. After number 9 option is reached a request for a call back is now available

Two new receptionist and a new practice nurse being appointed

Dr S Mann joined the practice in August 2024 as a retainer GP delivering three/four sessions per month. Dr Gillespi has a background in orthopaedics and various other areas will be working Monday all day. 15 minute appointment as other GPs

### 11. ANY OTHER BUSINESS

Dr Harrison – LTC recall – patients not responding to appointment reminders is a significant problem – important that patients engage because medicine need reviewing – if this doesn't take place it generates a risk to the patient and risk to the practice. Patients who continue to fail to respond, medicine could be reduced

then there would be an added risk. Dr. Harrison asked for ideas to encourage patients to engage. The practice sends out text, make phone calls and send follow up letters and patients still fail to respond. The practice are considering a method of targeting the re offenders to establish why they fail to respond and engage

Maria complimented the practice on a very good experience with Dr. Gillespie

Linda – National Association membership is due – Alice will speak to Tyler about the renewal

Patient Association – e mails being received by Linda but other members had no knowledge of the e mail. Alice will check with Tyler

Pete – raised a query regarding the telephone system waiting time – Alice explained the system

Online form open all day now

Pete - poster stating masks must be worn – nobody wearing masks – optional cannot enforce it. Dr. Harrison suggested that the signs are taken down as it is not mandatory

Colin – Government announced 9 million funding for practices to support patients seeing same doctor and reducing targets, Dr. Harrison not aware of how much funding the practices will get. No update from the BMA on this issue

**Date of Next Meeting: 19 March 2025 at 5:15 - all members are asked to meet in reception at 5 o'clock**