

THREE VILLAGES PATIENT PARTICIPATION GROUP
MINUTES OF MEETING 25 JUNE 2024
STOURBRIDGE HEALTH AND SOCIAL CARE CENTRE

1. PRESENT:

Maria Lodge (Chair), Jan Smith (Secretary) Alice Dainty (Deputy Practice Manager) Doctor Harrison
Colin Burch (Treasurer), Sandra Hall (Lead Receptionist) Steve Whittaker, Liz Davenport, Linda Sabin,
Hilary Taylor

2. APOLOGIES:

Inge Hill, Anne Robinson, Carol Longmore

3. No new members to welcome

4. Minutes of Last Meeting were agreed.

5. MATTERS ARISING FROM MINUTES OF LAST MEETING (20 MARCH 2024)

Rose Bush has been pruned and trimmed

6. Matter raised by Members

a. Volunteer Confidentiality Agreement

Jan Smith informed the meeting that most of the Volunteer Confidentiality Agreement were out of date.

Alice Dainty explained that the VCA has now changed to Terms of Reference and it was in the process of being finalised. The new agreement for signature will be forwarded to members of the PPG shortly

Liz Davenport provided some positive feedback about the service received from the practice

The changes to the appointment service has now settled down. Complaints have reduced and access improved

b. Finance Update

Colin Burch provided a finance update. £272.56 had been spent on a battery for the defibrillator with an additional expense of £521.37 VAT and Import Taxes. The pads also needed replacing at a cost of £80. The current balance is £755.30. No outstanding bills at the moment.

The Tea Party Fund is run separately

Colin confirmed that no other financial funding is received from other areas

c. Home Visit Requests

Colin queried the correct procedure for home visits for older/housebound patients. It was explained by Doctor Harrison that a call should be made on the day ideally before 10.30 and the visit will be allocated to a doctor or nurse whichever is appropriate. It is aimed to provide a doctor's visit within two hours but it may be longer if a visit from a nurse is appropriate

d. Availability of Specific GP

A specific GP can be requested if they are available on the day of the phone call request

7. Practice Update

The practice has received a We Love Carers Award for the support given to carers

New Receptionist is starting on Monday 1 July 2024

Two admin appointments have been made through Dudley College

Three previous registrars are returning in August

Lift is being replaced – completion date not confirmed

New appointment system appears to be working, the number of patients failing to attend has reduced. The Friends and Family survey showed 70% rated good/excellent, new system rate had increased to 81%. 5 complaints were received in May with 1 being upheld. A total of 2954 phone calls were received and footfall was 1404

The practice currently has a total of 12,800 patients

8. AOB

People are needed to help and provide presentations for the tea party

A dietician was booked but they are now on long term sick

It was advised that anyone needing dietary help and advice should refer to another dietician or wellbeing coach. There is also information contained in DMBC's Lets Get Healthy

Carol Longmore ask how wide spread Covid was at the present. Doctor Harrison explained that no guidelines have been issued for testing or isolation but it was advised that if poorly people should not mix or go to work

The cases of hay fever is quite high at present. It was advised that sufferers should visit their pharmacist as there is nothing the surgery can give patients additional to that of a pharmacist

Steve Whittaker explained that this meeting would be his last for a while. Debbie will be attending in future

Jan Smith will ensure that the minutes and agenda are circulated prior to the next meeting

Some issues have been experienced with e mail circulation. Maria requested that all members send an e mail to jansmith123@btinternet.com so any problems can be identified and solved

Linda Sabin informed the meeting about a leaflet produced by the Lions Club International named "Message in a Bottle" The bottles are supplied free of charge available from Health Centres, surgeries and chemists. Details such as things as medical condition, medication, allergies etc. can be placed in the bottle. The bottle is labelled kept in the fridge and the information is available for emergencies services. There is a stock of the leaflets. The practice will place bottles and leaflets in reception

DATE OF NEXT MEETING: Wednesday 28 AUGUST 2024

