

THREE VILLAGES PATIENT PARTICIPATION GROUP

MINUES OF MEETING HELD ON

WEDNESDAY 13 NOVEMBER 2024 5:15

AT

STOURBRIDGE HEALTH AND SOCIAL CARE CENTRE

1. **PRESENT:** Maria Lodge-Smith (Chair), Colin Burch (Treasurer), Jan Smith (Secretary), Tyler Studley (Practice Manager), Sandra Hall (Lead Receptionist), Debbie Whittaker, Hilary Taylor, Liz Davenport, Matt Mc Grory (Practice Manager Assistant), Doctor Robinson (GP Partner)
2. **APOLOGIES:** Linda Sabin, Karen Faulkner. Steve Whittaker, Roger Noon, Alan Watkins. Alice Dainty (Deputy Practice Manager)

The meeting was informed that Carol Longmore has resigned from the group.

3. **WELCOME TO NEW MEMBERS – no new members.** The need for the number of members to increase was discussed. Jan Smith to review past members with a view to increase the number of attendees at meetings
4. **MINUTES FROM LAST MEETING ON 28 AUGUST 2024 - Agreed**
5. **MATTERS ARISING FROM MINUTES** Discussion took place regarding comments made on social media about the practice, some of which have been proved to be untrue. There is already a policy in place for practice staff and Tyler will look into whether it will be useful to place a copy of the policy in reception. Tyler will also explore an appropriate social media policy for patients
6. **ITEMS RAISED BY PPG MEMBERS**
 - a) **GP Patient Survey Results (TS)** Nothing to report as this is an annual survey
 - b) **Finance Update (CB)** The defibrillator was used in September after four years in place. Pads had to be replaced at a cost of £84.06, leaving a balance in the account of £671.24 Colin thanked the practice for meeting the cost of the insurance renewal
 - c) **Terms of Reference (ML) – Maria** queried the entry in the terms of reference regarding if members did not attend for three consecutive meetings they would be automatically removed from the group. It was agreed that some flexibility regarding this would be appropriate
 - d) **Maria** suggested that a PPG board be placed in reception with photographs of PPG members of PPG. The photograph would not be compulsory. Such things as members, dates of meeting, tea party can be displayed
 - e) **Maria** suggested that another Meet and Greet in reception by PPG members takes place.
 - f) **Maria** pointed out that the PPG meetings are not the forum for members to discuss personal issues these should be taken up directly with the practice

- g) Colin asked if another survey carried out in reception 4/5 years ago was going to take place. It was agreed that this should take place and it could be tied in with Meet and Greet – PPG members would be present in reception to fill in survey
7. PRACTICE UPDATE in October 2958 on line forms were received. 5475 phone calls and the patient list was 12900. Two new apprentices Sophie and Nathanael have been appointed for placements in Business Administration for Health Care and Medical Practice and they are both doing well
- The next PCN practice managers meeting is to be held on 5 December 2024, 11 o'clock at The Brockmoor. Members of the PPG are welcome to attend.

Long term sickness currently in the nursing team

Patients are not responding to invitation for a Long Term Condition appointments which increases workload. Jan suggested that more details should be provided on the invite for appointment so it is clear what the LTC is and why it is necessary for an appointment. Colin will mention it at the tea party.

The issue of inconvenient/wide range of time given for telephone appointments was discussed. If anyone has problem with receiving a phone call they should request a face to face appointment

8. ANY OTHER BUSINESS

Colin asked for the practices position on PAs as they have received some bad press recently. Currently the BMA are not actively recruiting PAs. However, it was made clear that the two already in place are working well. Every patient is discussed with duty doctor and they are triage as to who can deal with the patient in the most appropriate way.

Colin also asked in the BMA working practices i.e. 15 minute appointments is being followed. The practice are currently seeing more than the recommended number of patients per day

DATE OF NEXT MEETING:

AGM 15 January 2025 at 17:30 followed by PPG Meeting