

**FOUR OAKS MEDICAL CENTRE
PATIENT PARTICIPATION GROUP MEETING
MONDAY 11 MAY 2015**

PRESENT:

Steve Bennett (SB) Chair	Dr Grainne McNeela (GM) GP Representative
Michelle Corsi (MC) Tudor Practice	Veronica Docherty (VD)
Pat Rees (PR) Tudor Practice	Theresa Hyde (TH)
Tim Brown (TB) Ley Hill Surgery	Vic Palmer (VP)
Carol Fitton (CF) Visitor	Roy Baverstock (RB)
Carol Morley (CM) Secretary	Wendy Brown (WB) Minute Secretary
Dr Joy Cuthbert (JC) GP Representative	

1. APOLOGIES

Apologies were received from Ganisha De Abrew, David Linehan and Maureen Webb.

SB informed the group that Sue Hubbard had stepped down to spend more time on her work with the church. Carol Fitton, a patient at FOMC, had seen a notice on the wall in the surgery regarding the PPG and was interested in attending. She was welcomed to the meeting.

Members from Tudor Practice and Ley Hill were also in attendance to discuss the second agenda item, the proposed second event day. They too were welcomed to the meeting.

2. JOINT DISCUSSIONS ON PROPOSED SECOND EVENT DAY

SB opened discussion on this item by requesting that MC, PR and TB take the lead on this event as FOMC PPG members had organised the Carers Event held in October 2014, and this was agreed.

There was a lot of discussion around the subject of the event and who should be its target demographic. Suggestions made included:

- Young people's health concerns;
- "Catch It Early" aimed at helping people to identify illness in the early stages;
- Complementary practices and treatments;
- Social health;
- Signposting on illness pathways;
- Physical illnesses eg Parkinson's (highlighted in last year's event evaluations);
- Vulnerable patients (deemed too broad a subject);
- Specific disease groups;
- Mental health.

VD said that it was critical to ensure that invites were sent to the target demographic and PR advised advertising well in advance. A banner should be ordered as soon as possible.

The date for the event was agreed as **Thursday 8 October 2015**, to be held in the Library.

*[Note: this was subsequently changed after the meeting to **Wednesday 7 October 2015** due to availability of the library]*

CM suggested that MC, PR and TB refer to their GPs for their input and SB requested they consider the subject and structure of the event. MC offered to take responsibility for managing the event and agreed that she would get back to FOMC PPG by **Friday 22 May at the latest** with a subject, action plan and timeline. She would also ask if Tudor Practice would be able to make a financial contribution towards the cost of staging the event.

MC, PR and TB left the meeting at 7.15pm.

3. MINUTES AND MATTERS ARISING FROM LAST MEETING

These were agreed by all present as a true record of the meeting and signed by SB.

4. VICE CHAIRMAN AND TREASURER'S APPOINTMENTS HELD IN ABEYANCE

There were no nominations for Vice Chair and as David Linehan was not present, these two posts were kept in abeyance for the time being.

5. UPDATE ON HHTT SUTTON COLDFIELD DIRECTORY

TH had prepared a written update on the Directory which had been circulated prior to the meeting. There were no questions, however the Group were all in agreement that the Directory was a very useful and thorough document. TH said that some feedback suggested that the document be broken down into separate documents by subject area, an idea that she was looking at. TH would like a copy to be kept in Reception for reference, and CM agreed TH could leave flyers in waiting areas signposting patients to the Directory (it can be downloaded as a pdf document and printed). TH to email CM a notice (landscape) regarding the Directory which CM will then put on the information screens in the waiting areas.

A copy of the Directory was handed to CF to view in her own time.

RB suggested TH seek sponsorship from large companies (eg, Sainsbury's, Marks and Spencer), although CM thought that targeting local companies would be more appropriate (eg Michael Phillips Chemist). TH will raise the subject at the first meeting of the Directory's Monitoring and Review Committee to be held on Friday 15 May.

TH also confirmed that they had received a donation of £500 from an application by SB to the Little Aston Community Association, of which he is Chairman

6. FOMC NEWS

CM informed the Group that Complaints and Significant Events should now be a regular agenda item for subsequent PPG meetings.

CM then continued to inform of one significant event concerning an abnormal ECG reading. In light of this event, the Practice has now looked at its management and procedure of treating abnormal ECGs to minimise a repeat of such an event.

One complaint came from a patient who was finding it very difficult to make an appointment via telephone due to demand. CM said she was looking at a telephone system called Patient Partner where appointments can be booked without the need to speak to a receptionist.

The second complaint highlighted the need for alerts (as appropriate) to be put on patients' notes and the vigilance of staff to act upon them.

VD took the opportunity to mention her morning spent observing the staff on Reception and complimenting them on the standard of service they provide to all patients.

CM confirmed that Jane Nock will be leaving the Practice on Wednesday 13 May 2015 after 11 years of service. The PPG send Jane their best wishes for her future.

Dr Joy Cuthbert joined the meeting.

7. ANY OTHER BUSINESS

VD asked CM about progress on the building work. CM confirmed that she needs to get three quotes.

VP asked SB if he will be attending the next PPG Chair meeting on 14 May. Unfortunately SB is unable to, but confirmed that MC from Tudor will be attending. *[SB was subsequently able to attend the meeting]*

CM will ensure the PPG minutes are up to date on the website.

TH declared a conflict of interest regarding her new role as Trustee of Carers United (a follow on from Birmingham Carers UK) and this was acknowledged.

9. DATE OF NEXT MEETING

This was confirmed as Monday 20 July 2015. TH gave her apologies in advance. The meeting closed at 8.30pm.

ACTIONS

MC to advise FOMC PPG by Friday 22 May at the latest with a subject, action plan and timeline of the next event.

TH to email CM a landscape notice regarding the Directory which CM will then put on the information screens in the waiting areas.

CM/WB will ensure the PPG minutes are up to date on the website