

**FOUR OAKS MEDICAL CENTRE
PATIENT PARTICIPATION GROUP MEETING
MONDAY 16 JANUARY 2017**

PRESENT:

Steve Bennett (SB) Chair
Roy Baverstock (RB)
Veronica Docherty (VD)
David Linehan (DL)
Vic Palmer (VP)
Maureen Webb (MW)
Dr Alan Coutts (AC)
Wendy Brown (WB) Minute Secretary

1 APOLOGIES

Apologies were received from Carol Morley and Carol Fitton.

2 QUESTION AND ANSWER SESSION WITH DR COUTTS RE SUTTON GROUP PRACTICE

The group discussed the main topic of the evening which was the Sutton Coldfield Group Practice merger whilst waiting for Dr Coutts to join the meeting.

At the last meeting (19 September) SB brought along a draft document prepared with the other four PPG Chairs which would give a structure on creating a single PPG once the surgeries had merged. At the time, the group felt that they had not been given enough time to thoroughly read and consider the document in order to make constructive comment and decision. Therefore a meeting was arranged for October to discuss this and create a feedback document for SB to take to the next Chairs meeting. SB subsequently presented the document which did not raise a significant amount of feedback from the other Chairs, other than to suggest that a 'bigger is better' approach to a new, single PPG. SB did confirm that there would be a small, representative group from each surgery to feed into the 'super' PPG.

The group felt that they were not receiving enough information on what the merger will mean for both patients and doctors. They would like to prepare a separate Questions and Answers sheet aimed specifically at the patient and what the merger will mean for them on a practical level. The majority of the group also wished to continue to represent the patients of FOMC at local level, rather than from a larger PPG working on behalf of 30-40,000 patients.

The group also discussed the difficulty in recruiting new PPG members from the diverse population of patients at FOMC.

Dr Coutts joined the meeting at 7.20pm after his surgery

AC firstly gave an update on progress so far. The Sutton 5 has now become the Sutton 6 with Ley Hill successfully bidding to take over the running of Falcon Lodge practice.

Does the LCN still exist?

No. Sutton ACE Group is one of five practices under the umbrella of the new LML Group (Local Membership Lead) which replaced the LCN. The local Chair is Dr Van Loon from The Hawthorns.

When and how will the merger take place?

This is likely to take place on 1 May 2017. Practices will be migrating to the System One operating system, as well as a new telephone system, all of which will take around two years to completely merge. FOMC will be the third practice to merge its system (within 6-9 months). Two doctors from each surgery are on the board which meets regularly. Enlisted are also some people who helped with the OHP merger to help guide the process of the Sutton 6 merger.

What happens when I call the surgery?

Your call will go to a central appointment system (based at one of the surgeries) and you will be offered appointments with your own doctor at your usual practice. If your appointment is urgent you could be offered an appointment with another doctor at another surgery.

Five years down the line, how do you see the 'super practice'?

We want continuity of care and for patients to see a better service. Possibly outpatient clinics in surgeries where there are GPs with specialist areas. For example, hopefully consultants in areas such as dermatology, ENT, cardiology, ultrasonography can offer outpatient appointments at surgeries thus shortening waiting times.

Patients will call the same number, see their own GP (wherever possible) but hopefully more can be done on a local basis. We hope to get more involved with Social Services providing better community care, such as sending in ACE nurses to patients in hospital in an effort to get them out sooner and back into their own environment.

How do you feel about this PPG continuing as it is for now until we clarify our role?

We feel we have a role in being useful to patients.

We understand that some things discussed in the past haven't happened and agree that support should come 'from the top'. Due to GP commitments attending Sutton 5 meetings over the last 18 months, the PPG has taken a lower priority and we recognise that this has to be improved.

Are there concerns amongst the staff and the merger with regard to a reduction in staff?

There will be no forced redundancies, nor a change in contracts. However, there will be 'natural wastage' over time.

Is there a timescale by which the 'super PPG' will come together? We feel better remaining as a smaller group, sorting out issues with our own patients.

It will probably be three years before major changes are implemented. There will likely be more collaboration between the six PPGs before coming together as a 'super PPG'.

AC asked: How do we work better?

PPG replied: We would like a doctor available at every meeting, acting on issues raised in surveys. Perhaps a doctor could ask the question (at a partnership meeting) "what shall we ask the PPG to take on?"

At this point Dr Coutts gave an update on staff at FOMC:

The practice is now fully staffed of HCAs with Sarah Boden and Hayley Hathaway. Nurse Michelle Heaney, who covers diabetes, asthma and COPD, will be leaving the practice at the end of January. It is proving difficult to recruit currently, however we have received two CVs from nurses interested in the post so will be interviewing them next week. We still have Lead Nurse Kate Coutts and Nurse Sue Horwell.

Dr Abid Raza recently left the practice as a Partner due to family commitments, but does return occasionally in a locum capacity.

Dr Marie Gaston will be leaving at the end of January to return to the Philippines.

We are being joined by a new and very experienced salaried GP, Dr Louise Hammersley who will be working Monday (am/pm), Tuesday (am) and Friday (am/pm).

Dr Dinesh Gunpath has also joined recently to cover Dr Kate Foley's maternity leave.

Requested that WB put welcome notices on the screens and website.

Will there be a change in the length of consultation time with a GP?

No.

The PPG will have a meeting to discuss what they feel the surgery/GPs can help support and feed back to AC. AC will then take this to the partners at the next meeting.

3 MINUTES AND MATTERS ARISING FROM THE LAST MEETING

These were not reviewed

4 SPECSAVERS AUDIOLOGY EDUCATION INFORMATION

This was not discussed

5 CITY4AGE DOCUMENT

This was not discussed

6 FOMC NEWS

As detailed above in Item 2

7 AOB
None

8 DATE OF NEXT MEETING
Monday 20 March 2017

The meeting closed at 9.00pm