

**FOUR OAKS MEDICAL CENTRE
PATIENT PARTICIPATION GROUP MEETING
MONDAY 16 MAY 2016**

PRESENT:

Steve Bennett (SB) Chair
Vic Palmer (VP)
Veronica Docherty (VD)
Roy Baverstock (RB)
David Linehan (DL)
Dr Roshani Pawar
Carol Morley (CM) Secretary
Wendy Brown (WB) Minute Secretary

1. APOLOGIES

Apologies were received from Maureen Webb and Theresa Hyde.

2. MINUTES AND MATTERS ARISING FROM LAST MEETING

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

3. WRITTEN REPORTS FROM THERESA HYDE ON FOPPG AND HTHT BIRTHDAY EVENT – 26 APRIL

These were read out by SB who commended TH on her TV interview following the HTHT Birthday Event.

TH referred to the meeting on 10 May of the ACE Health Improvement and Contract Appraisal Meeting that she had attended in SB's absence. A target relating to a PPG Antibiotic Guardian should form part of the forthcoming Practice Development Plan. There will be an interactive workshop (facilitated by Birmingham South Central CCG and Healthwatch Birmingham) during PPG week (June 6-11) on Monday 6 June, 1-4pm at Newman University.

4. UPDATE ON CURRENT POSITION OF SUTTON 5

Still no definite date for the merger. CM said it would most likely be a gradual process down to the different clinical systems that the practices use. Sutton 5 will work as one practice, providing economies of scale and 7 day working. There was discussion around what would happen to the individual PPGs once the merger has happened, along with discussion around OHP.

RB then gave feedback on his attendance at the PPG Chairs meeting (in SB's absence). He reported that the CCG will no longer be funding these meetings. This left three

options for PPGs: to stay with the CCG; to be independent; or to sever links completely. The Chairs opted to be independent. VD offered to see what information she could find on Healthwatch, the 'consumer champion for health and social care'.

At this point Dr Pawar joined the meeting and discussion returned to the Sutton 5 merger. RP said there was a leaflet being created to go out to PPG members asking for their thoughts and that she would chase this up. She confirmed that each practice was being represented at Sutton 5 meetings by two members of staff and that she and Dr Desveaux were representing Four Oaks. RP confirmed that progress had been rather slow but at the moment a lot of discussion was around the legal process. The PPG members said that they would welcome the opportunity to be involved in the merger at the appropriate stage.

5. ENGAGEMENT WITH PATIENTS AS PREVIOUS SUGGESTIONS MADE BY VIC PALMER

SB had made contact with Sharon Jones to give a talk at Good Hope Lecture Theatre on Diabetes. Talks on other health matters are held every second Monday of the month and advertised in the Sutton Coldfield Observer.

VP again spoke of his aim to get people at varying stages of a disease to come together and support each other. SB said he would speak with the other four practices to see if all five can come together and arrange an event.

6. FOMC NEWS

CM said that all improvement plans for the refurbishment of the practice are on hold, however it is still hoping that there will be funding available from a Transformation Fund.

SB said he had experienced problems in making his doctor appointments online through the FOMC website. CM suggested he go via Patient.co.uk.

7. FOMC COMPLAINTS AND SIGNIFICANT EVENTS

Significant Events

Recent loss of power to fridges resulting in lost vaccines. Gary (caretaker) is looking into what we can do to minimise this risk. All vaccines purchased by the practice are insured.

A letter had recently been sent to a rude patient advising that this behaviour would not be tolerated.

CM to chase up an outstanding SE where a patient had arrived to have clips removed following surgery, however the hospital had not provided the appropriate tools.

Complaints

A patient had called into the surgery demanding test results. He was advised that these had not yet been checked and therefore could not be given out. Patient then made a complaint. He has been encouraged to use online patient access which would enable him to see such results once they have been checked by a clinician.

8. ANY OTHER BUSINESS

There is a PPG interactive workshop hosted by Birmingham South Central CCG during Patient Participation Group Awareness Week (6-11 June 2016). Event to be held on Monday 6 June between 1-4pm at Newman University, Room DW, 102 Bartley Green, Birmingham B32 3NT

All present wished to send their condolences to TH on her recent loss.

VD had received information through the post on a prescription collection service. CM confirmed that this was nothing to do with FOMC.

9. DATE OF NEXT MEETING

Next meeting will be held on Monday 18 July 2016 at 6.30pm

The meeting closed at 8.15pm

ACTIONS

RP to chase progress on leaflet to PPG members for their thoughts on the forthcoming Sutton 5 merger;

SB to discuss a healthcare event with the other four practices;