

**FOUR OAKS MEDICAL CENTRE
PATIENT PARTICIPATION GROUP MEETING
MONDAY 18 JULY 2016**

PRESENT:

Theresa Hyde (TH) Acting Chair
Veronica Docherty (VD)
Roy Baverstock (RB)
Carol Fitton (CF)
Dr Roshani Pawar (RP)
Wendy Brown (WB) Minute Secretary

1. APOLOGIES

Apologies were received from Steve Bennett, Carol Morley, Maureen Webb and David Linehan.

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 TH.

VD had made enquiries about Healthwatch and fed back as follows:

Healthwatch Birmingham is up and running and is based at Cobalt Square, 83 Hagley Road, B16 8QC. Free telephone number 0800 652 5278. Polly Goodwin is the chair and they have 9 paid staff and many volunteers. Its remit is very much about the patient voice concerning all issues to do with health and social care, clinical commissioning etc at a local and national level. Information is on their website about how to get in touch and to receive their newsletters etc.

3. REPORT ON PROPOSED ENLARGED PPG

TH read out a report written by Steve Bennett who had recently met with the Chairs of both Ley Hill and Tudor practices to discuss the implications on the PPGs as a result of the merging of the Sutton five practices. The leaflet 'A message to our patients: things are changing at FOMC' was also referred to during the discussion. The report stated that a suggestion was made of forming a joint PPG committee under one Chairmanship with additional 'sub-committees' meeting at an existing practice level where 'local' concerns can be discussed.

The response at this evening's meeting generated a powerful discussion with the feeling from some that this was a 'done deal' and that minds had been made up without discussion or consultation with other members. RB felt that the discussion should come back to individual PPGs, along with more detailed information from the doctors on what

the merger will mean for patients. With more information, the PPG feels it can make more informed and better decisions.

VD produced a document entitled '21 Ways to Help Your Practice Thrive' and read out some examples. She said she would distribute it round the Group.

TH said she would feedback to SB on this discussion and asked members to send him their thoughts, concerns and suggestions as well.

The discussion on this item concluded with the members present preferring to take no further action at this point, rather to wait for information to come from the professionals which can then be commented on and more informed decisions/suggestions made.

4. PROPOSED TALK ON HEARING LOSS FROM SPECSAVERS CLINICIAN

All present read through the document. The majority view was to not take any further at this stage, but perhaps look at again after the merger.

5. 'MESSAGE IN A BOTTLE'

TH had experience of this project which is being sponsored by Lions Club International and is an idea designed to encourage people to keep their personal and medical details on a standard form and in a common location (the fridge). The scheme can benefit anyone, not just the vulnerable. The Lions Clubs supply the free bottles to health centres, doctors' surgeries and chemists. TH asked everyone to spread the word and asked WB to request a supply for FOMC by contacting Dave Willions (contact details to come from TH).

6. NHS MINOR AILMENT SERVICE

Some Boots pharmacies offer a Minor Ailments Service. If the pharmacist thinks a customer needs a medicine to treat their minor illness and the person is eligible, it can be supplied free of charge. The service is available to customers who:

- Are entitled to free prescriptions;
- Are registered with a doctor taking part in the Minor Ailments Service;
- Are suffering from illness included in the local service.

Members felt that they needed more information on this service, querying what – if any – financial implication would be placed on the surgery. RP was asked to find out if FOMC is registered with this service.

7. FOMC NEWS

RP reported on this item.

Sutton 5 Merger – slow progress but is picking up speed. Some of the delays have been down to legalities, however the practice is hopeful that the merger will have happened by the end of the year.

FOMC Surgery Renovations – RP was sorry to inform the Group that this was now unlikely to take place, due mainly to the fact that the Transformation Fund was only being offered to surgeries who owned their building - unfortunately FOMC surgery building is leased.

VD asked if there would be any new GP trainees – there should be a new one starting in August and possibly a second one in the New Year.

The members present wished to take the opportunity to thank Dr Pawar for giving her time fully at the meeting which they felt gave greater benefit to the Group.

8. AOB

[TH declared her conflict of interest in being Trustee of Carer's United]

Sutton Advice Café – held at Our Place Community Hub, Farthing Lane on 1st and 3rd Fridays in July, August and September, 10am to 1pm – dates on display board. TH asked WB to distribute the poster to the GPs.

Active Citizen Project – TH had met with Sgt Rachel Padley re the project (information on display board in foyer).

Sutton Expo – 24 September – Sutton Directory will be taking part – TH will distribute more details as she gets them. Directory Committee Meeting 28 September at URC.

The Challenge – Sutton Directory will be working with volunteers from The Challenge from October, setting up a youth forum (ages 16-25).

Let TH know if you think a particular group/organization would benefit from a hard copy of the Directory.

ACTIONS

WB to request supply of 'Message in a Bottle' for the practice from Dave Williams, Sutton Lions Club;

VD to distribute the document '21 Ways to Help Your Practice Thrive' to members of the Group;

RP to find out if FOMC is registered with the Minor Ailments Service;

WB to distribute the Advice Café poster to all GPs at the practice;