

**FOUR OAKS MEDICAL CENTRE
PATIENT PARTICIPATION GROUP MEETING
MONDAY 30 MARCH 2015**

PRESENT:

Steve Bennett (SB) Chair
Veronica Docherty (VD)
Theresa Hyde (TH)
Vic Palmer (VP)
Sue Hubbard (SH)
Dr Joy Cuthbert (JC) GP Representative
Carol Morley (CM) Secretary
Wendy Brown (WB) Minute Secretary

1. APOLOGIES

Apologies were received from Ganisha De Abrew and David Linehan. Late apologies from Roy Baverstock and Maureen Webb

2. MINUTES AND MATTERS ARISING FROM PREVIOUS MEETING (23/02/2015)

Point 4 – CM confirmed that she had made locums and trainee doctors available as options to book when patients were making appointments online.
The minutes were agreed and signed as a true record of the meeting.

3. VICE CHAIRMAN AND TREASURER'S APPOINTMENTS HELD OVER FROM AGM

These were carried forward as neither posts were filled at the AGM. David Linehan had sent message that he would be happy to continue with the post of Treasurer, however felt that the post would be more relevant if there were funds to manage. As agreed at the recent AGM FOMC will be making available a float of £250 for future events.

The position of Vice Chair would remain open for the time being. It was agreed that if the Chair was unable to attend a meeting this position would be offered to a member of the group on an ad-hoc basis.

4. UPDATE ON IMPROVING PRACTICE QUESTIONNAIRE

VD took the lead on this item and fed back the results of the recent patient questionnaire. There were issues around getting an appointment with a named GP, the waiting times in the surgery to see the GP, but an overall steady improvement reflecting measures that had been put in place.

VD also mentioned the issues raised on the Friends and Family Test which included difficulty in getting a booking on the same day with a named GP, the difficulty in getting an appointment with the more 'popular' GPs, long waiting times in the surgery, a busy reception and the need for a clock in the waiting areas. The findings also highlighted the request for booking nurse appointments online, however it was noted that patients could now book online appointments with the phlebotomist.

After much discussion, it was decided that the group would focus on four main areas of concern highlighted in the Improving Practice questionnaire, namely:

- Ability to see a practitioner of choice;
- Telephone access;
- Waiting time;
- Speak to practitioner on the phone.

The group decided that the way forward in improving these areas would be a work plan which would be developed over time. Progress would be reported back to the group at the regular PPG meetings.

5. UPDATE ON DISCUSSIONS WITH LEY HILL AND TUDOR PRACTICES

SB told the group of the meeting he and VD had recently had with Shirley Bull, Michelle Corsi and Pat Rees. They would like to run a Carer's event (concentrating more on the social aspect) and have asked if FOMC would like to join in with them. The group agreed that this was a good idea and that they wish to join in, however VD did think that there should also be a focus on the medical side as well. TH suggested early promotion of the event in order to attract more attendees and also suggested inviting Kelly Round to take part. Kelly is the Centre Manager of Our Place Community Hub and TH has found her to be a great resource in helping TH with the creation of the HTHT Community Directory.

There was discussion around the possibility of the creation of a website for all three PPGs.

TH was interested in using 'Mental Health and Wellbeing' as a subject of the event, with VD suggesting 'Health and Wellbeing' as the event title, which would encompass a variety of health conditions.

SB asked if the meeting room at FOMC would be available for an evening meeting on 6 May 5-6pm. SB will report back to Ley Hill and Tudor surgeries, TH will email her availability to SB.

6. ROYAL SUTTON COLDFIELD DIRECTORY

TH led this item. The Directory aims to provide information for use by the public and organisations that provide local services to assist the people of Sutton Coldfield in meeting their needs. It offers both organisations and individuals the opportunity to publish information about the services they operate in the area and how these can be accessed.

The Directory will be increased to 90 pages and currently is only available by requesting a PDF version to download and print by emailing scommunitydirectory@outlook.com. It can be viewed online at <https://heretohelptgether.wordpress.com>.

TH is Chair of the Directory Committee. The online directory will be updated regularly and the paper version annually. TH mentioned that they require funding for holding

events, refreshments for attendees, printing flyers promoting the Directory and that an application to Sutton Coldfield Charities had been made but refused. They are looking for an amount of approximately £400. VP suggested charities paying a registration fee to be in the directory. SB said he would look into the funding side of the project.

All agreed that the Directory was an extremely useful tool and praised TH for her part in getting the Directory to where it is now.

7. FOMC NEWS

CM began this item with the following:

Recruitment

The following recent appointments had been made:

Sue O'Grady – Medical Secretary

Taniya Lane – Apprentice

Susan Taylor-Hassell – Receptionist

Sarah Boden – Phlebotomist and trainee HCA (Sarah previously employed by FOMC as receptionist)

Funding for Improvements

This has been approved. The work does not require planning permission. The practice must move quickly to get three quotes for the work as it has to be completed within the next 12 months.

QOF

Working to meet targets.

VD spoke about the Virtual PPG raised at previous meetings as a way of connecting with other groups of patients. Emails will be sent to the 600 patients on the newsletter subscription list to ask for their views. TH suggested meeting at a different time of day in order to make it more accessible for parents with young children. It was agreed to try the 'virtual' group initially and see if any progress can be made before exploring other options.

VD and SH reported on their recent visit to Reception where they spent an afternoon observing the work of the Receptionist. They were both amazed by what they saw – the constant ringing of the phones, the patience and politeness of the receptionists and the excellent service that they provide to the patients.

TH also spent a morning with reception. She witnessed the need for some clear signage to GPs rooms when an elderly couple were struggling to know where to go, using up valuable consultation time. She also mentioned that the recent closure of the Birmingham Anticoagulation Service at Belwell Lane (re Warfarin monitoring) was impacting on FOMC patients as they were being diverted to GHH. CM confirmed that

this is correct but stable patients will be referred back to INR clinics at either Ley Hill or other local sites, yet to be established if this is more convenient.

TH said she would compile a folder of information for reception to help them with offering information for carers and Alzheimer patients.

8. ANY OTHER BUSINESS

CM summarised four complaints. Two regarding specific consultations, one regarding allocated named GP and one regarding supposed breach of patient confidentiality. Two of these were not intended as formal complaints. There was no feedback from the group regarding any of these items

(Dr Cuthbert joined the meeting at 8.10pm)

TH asked WB to email Dr Cuthbert her notes on the Community Directory.

TH to send an electronic version of the form for inclusion into the Directory to CM for uploading to the website.

9. DATE OF NEXT MEETING

Suggested dates were 11 May and 18 May (to include an invitation to the Ley Hill ladies) and 13 July and 20 July. SB said he would circulate the dates once decided to the group*.

The meeting closed at 8.30pm.

ACTIONS

Joint Carers Event with Ley Hill and Tudor Surgeries - SB to report back to Ley Hill and Tudor surgeries, TH to email her availability to SB.

Community Directory - SB to look into funding.

TH to send an electronic version of the form for inclusion into the Directory to CM.

WB to email Dr Cuthbert TH's notes on the Community Directory. (– print and put in Joy's pigeonhole – she rarely looks at email)

Virtual PPG - Emails to be sent to the newsletter subscribers list to ask for their views – VD/SH

**Dates of future PPG meetings These were subsequently confirmed as follows:*

Monday 11 May

Monday 20 July

Monday 21 September

Monday 16 November