

FOUR OAKS MEDICAL CENTRE
PATIENT PARTICIPATION GROUP COMMITTEE MEETING
MONDAY 14 JULY 2014

PRESENT:

Veronica Docherty (VD) Chair
Steve Bennett (SB) Vice Chair
Roy Baverstock (RB)
Vic Palmer (VP)

Theresa Hyde (TH)
Dr Roger Gent (RG) GP Representative
Carol Morley (CM) Admin
Anita Egginton (AE) Reception team
Leader

1. APOLOGIES

Apologies were received from David Linehan (DL), Ganisha De Abrew (GD), Sue Hubbard (SH) and Maureen Webb (MW).

2. LIFE AS A RECEPTIONIST

Anita was invited to speak about the role of receptionist and explained to the group what it is like to be the first point of contact for patients and how the role has changed over the years. When Anita started more than 12 years ago the role primarily consisted of answering the phone, making appointments and home visits, pulling and filing notes. The role has expanded vastly and now encompasses a lot of queries and problem solving, information exchange and chasing results for patients. The role has become more interesting but is also far more challenging now as the demands and expectations of patients increase. Some of the receptionists are now specialised in particular areas of the job, such as prescriptions or document scanning, which both require specific training, but they also take part in regular reception duties.

3. MINUTES AND MATTERS ARISING FROM PREVIOUS MEETING

Notes from the meeting on 2 June 2014 were agreed as an accurate record of the meeting.

Action 3.1: CM will invite one of the practice nurses to speak for a few minutes at the next meeting

4. FEEDBACK FROM CARERS WEEK AND PLANNING EVENT IN OCTOBER

VP stated that he believes events like the Carers event are a social event for a large number of carers as well as being somewhere for information sharing. It is important that we find out how to successfully engage with our carers in order for them to benefit.

TH has produced a list of support groups, which she will keep updated. An up to date copy is attached. It is important to involve Gill Doherty from Carers UK as she has a huge amount of knowledge about carers and events.

The committee agreed that the Bowls Room at Mere Green Community Centre would be a suitable site and is available on the day. Book from 12 – 4 so 1 hour set up from 12 and open for the event 1-4.

Summary:

We need to engage – methods? Mail, Screens, website, leaflets, press, display boards, LACA (SB), MG Community Centre, St James Centre, SC Methodist Church

Blanket advertising

Target known carers

31k pts between 3 practices (Four Oaks MC, Tudor Practice and Ley Hill Surgery)

Cost would be covered by the 3 practices (RG)

Mere Green Community Centre 1 – 4

VD to contact:

- Carers UK
- Birmingham Carers Association
- Local Mental Health Team (Joanna Cole at Patrick House)
- Friday Friends
- Embec Care
- Birmingham Community Health (no stand)

Get leaflets from as many other organisations as necessary

Arrange subgroup, including members from Ley Hill and Tudor Practice PPGs to arrange publicity and promotion

We will need feedback forms in order to improve on this event in future

Action 4.1: CM will forward a copy of the support group list

Action 4.2: CM will email MG Community Centre to confirm the room

Action 4.3: CM contact Tudor & Ley Hill PMs for contact details for their PPG chairs

Action 4.4: VD will start to invite organisations to come along

5. PRACTICE NEWS AND ISSUES

RG informed the committee about the ACE Excellence Pilot Scheme. Four Oaks Medical Centre, Tudor Practice and Ley Hill Surgery, in collaboration, have won one of 6 pilot bids out of 35 applications that were received from practices and groups of practices across Birmingham. We will be concentrating on early hospital discharge and avoiding readmission, particularly of vulnerable patients. There are other criteria to be met and we will be working together to achieve best practice that can be shared across the region.

6. PATIENT PROFILE/VIRTUAL PRG

The PPG DES states that we should have a representative sample of patients on the PPG from all ages and ethnicities. We need to increase membership from young people, parents with children and ethnic groups. This is probably easiest done via the Virtual PRG but we need to involve them more, currently they receive meeting notes and newsletters and are invited to respond using the PPG email address fomcppg@gmail.com. VD stated that SH has an interest in the virtual group.

7. SURVEYS

We need to make a decision soon on the type of survey we will use this year. Do we want a prepared survey or one we prepare ourselves? RB will look over the questionnaire he prepared previously and update with the comments and feedback he received. Could we join with the PPGs from Ley Hill and Tudor Practice to come up with a survey?

Action 7.1: CM will contact the PMs to see what they have organised for this year

Action 7.2: VD will speak to the Chairs of the PPGs

Action 7.3 RB will review survey he produced earlier in the year.

8. PPG WORKPLAN 2014/15

As per previous meeting notes:

- a. Create a demographic profile and explore ways to attract a wider range of patients to both the committee and the virtual PRG
- b. Develop a new survey and consider how to improve patient response and feedback on services at FOMC.
- c. Continue to organise the practice Carer's event in October

9. Central Care Record

VP spoke to the committee about the re-launch of the CCR. It has been decided that this will be renamed and the CCG are looking for people to attend a meeting on 17 July to discuss the new name and re-launch.

10. ANY OTHER BUSINESS

- Map and information in Practice Leaflet is out of date
- We need to draw more attention to the red Patient's Comments boxes in the waiting areas
- The committee members were asked to help in deciding what colour the waiting room seats should be re-covered. The choice was eventually made as 'Black Plum'
- VD expressed her thanks to TH and VP for their attendance at the Carer's Event and all the work they have done in support of the planned event.

Action 10.1: RG will update the Practice Leaflet as he has a boundary map

Action 10.2: CM will produce some signage for comments boxes

11. DATE OF NEXT MEETINGS:

Monday 29 September, 6:30 – 8:30pm

Carer's Event Thursday 2 October

Monday 24 November, 6:30 – 8:30pm

Actions:

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