

FOUR OAKS MEDICAL CENTRE  
PATIENT PARTICIPATION GROUP COMMITTEE MEETING  
MONDAY 29 SEPTEMBER 2014

PRESENT:

Veronica Docherty (VD) Chair  
Steve Bennett (SB) Vice Chair  
Roy Baverstock (RB)  
Theresa Hyde (TH)

Maureen Webb (MW)  
Sue Hubbard (SH)  
Carol Morley (CM) Admin  
Kate Coutts (KC) Lead Practice Nurse

1. APOLOGIES

Apologies were received from David Linehan (DL), Ganisha De Abrew (GD), Vic Palmer (VP).

2. LIFE AS A NURSE

Kate was invited to give the group an insight into the life of a practice nurse. She gave an overview and stated that the PPG could help by attending flu clinics and marshalling/reassuring the patients waiting in line and urging them to be ready for their jabs, ie remove outer clothing and roll up their sleeve.

3. MINUTES AND MATTERS ARISING FROM PREVIOUS MEETING

Notes from the meeting on 14 July 2014 were agreed as an accurate record of the meeting.

It was noted that no signage has been prepared for the comments boxes as per the actions from the previous meeting. *Action 3 – CM will produce some clear signage for the comments boxes*

4. ACE PILOT AND FLU CLINIC

Dr Gent was not available to talk about the pilot. CM stated that the practice has now employed two community matrons to help with the pilot. Although their role is developmental they are involved in hospital admission prevention, in particular with regard to blocked catheters.

We had a very successful flu clinic on Sat 27 September. Over 450 vaccinations were given. Although this is great from the point of view of getting vaccinations done it was a little problematic in that the queue was out of the building and almost onto Sainsbury's car park. There were a few patients unhappy about queueing. VD said that she came that morning and tried to reassure people about the queue moving quickly and that they could make appointments if required. As suggested by Kate Coutts earlier, would the PPG members be willing to help by marshalling? *Action 4 – CM will invite the PPG Committee to marshal the next flu clinic*

5. PATIENT SURVEY

RBs survey was thought to have good content and the committee would like to distribute it in January as an extra survey for the year. In the meantime CM has yet to get the annual CFEP survey out and will endeavour to do this next week after the Carer's Event has taken place. Volunteers will be invited to come in and put the questionnaires in envelopes when she has produced the labels. *Action 5 – CM will produce labels/materials and invite the PPG Committee to help with envelopes*

6. CENTRAL CARE RECORD

Defer to next meeting as VP not present.

7. AUTUMN NEWSLETTER

VD will start to put together a newsletter. TH will update notice boards and CM will put some signs on the patient views boxes. *Action 7 – VD will produce an autumn newsletter*

8. ANY OTHER BUSINESS

SB stated that some members of the LACA (Little Aston Community Association), of which he is Chair, have complained to him about appointment wait times at FOMC. The committee members are all aware that GPs taking the time required by each patient forces this to some extent and that we get complaints from patients who are told to make another appointment when their 10 minutes runs out. CM also explained we can't extend the length of appointments as this would reduce the number of appointments available and cause just as many problems with patients unable to get an appointment. CM agreed to bring up this problem at the next partnership meeting (8 Oct) *Action 8 – CM will address this issue with GP partners*

9. DATE OF NEXT MEETINGS:

Monday 27 October, 6:30, Carers event evaluation  
Monday 24 November, 6:30 – 8:30pm

*ACTIONS:*

*Action 3 – CM will produce some clear signage for the comments boxes*

*Action 4 – CM will invite the PPG Committee to marshal the next flu clinic*

*Action 5 – CM will produce labels/materials and invite the PPG Committee to help with envelopes*

*Action 7 – VD will produce an autumn newsletter*

*Action 8 – CM will address this issue with GP partners*