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| ***DR. A. S. SURI & PARTNERS*** | ***BIRCHILLS HEALTH CENTRE*** |
| *MBBS, FPA Obs. CHS. List.* | ***23 – 37 Old Birchills*** |
| *(Approved under MHA 1983)* | ***Walsall*** |
|  | ***West Midlands*** |
|  | ***WS2 8QH*** |
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**MINUTES FROM THE PATIENT REPRESENTATION GROUP MEETING**

**THURSDAY 14TH MARCH 2013**

**PRESENT**

|  |  |
| --- | --- |
| Dr A S Suri | Glenys Davis |
| Lisa Parkes | John Davis |
| Michael Price | Mahesh Pancholi |
| Lisa Price | Joan Nicholls |
| Pravinchandra Patel |  |

**Welcome and Introductions**

The group was warmly welcomed and thanked for attending by Dr Suri, who chaired the meeting. There were 2 more members at this meeting but Ellen was unable to attend.

**Apologies**

Sandra Land sent her apologies before the meeting.

**Notes and Actions from previous meeting**

It was discussed that in future, we may use a recording device for taking clear comprehensive notes.

* Dr Suri read out the minutes of the last meeting and summarised them for Pravin and Joan who were not present at the last meeting.
* The manor budget was covered again briefly.
* There are now more nursing staff at Birchills and we are open on a Wednesday afternoon. This is to reduce the winter pressure on the Manor.
* HSMR was discussed. There was previously no hospice for terminally ill patients who are not able to be looked after at home but now there is St. Giles Hospice at Goscote so there has been a reduction in deaths in the Manor and the Community.
* Walsall MHT merged with Dudley MHT to form Dudley Walsall MHT which has a bigger budget combined.
* The 2 representatives for North Walsall have now been selected for the PRG.
* The Public Health Department have now been taken over by Walsall Council. The Council budget will be kept separate to the Public Health budget. Public Health controls vaccinations, child immunisations and preventable illnesses (with a total budget of £13.5 million).
* There have been high numbers of job cuts in the PCT (CCG), Public Health and Council.

**Actions**

There were no actions following the last meeting

**Results of the GP Patient Survey**

* The results were read out by Dr Suri
* Home Owner/Rent property vs. Employed/Unemployed indicates that about half of the patients rely on the government to pay their rent.
* 6% of the GP’s budget pay for the Badger Out Of Hours service.
* Staff are to continue checking all patient details when contact is made.
* Dr Suri mentioned there were plans in place to allow patients to email their GP and have a consultation via email.
* DNA’s are still a big issue at Birchills
* For GPs to do a thorough job, they should only deal with one problem per appointment. GPs try to ask patients if they still have any concerns at the end of their consultation. If they still have concerns regarding the problem, these should be addressed before the patient leaves the room.
* Clinicians are now trying to give patients written information on their problem(s) to enable them to self-manage.
* GPs do sometimes give written instructions but could be giving out to more patients.
* The Joint Commissioning Unit provides support to patients via local services.

**Changes to services and agreed Action Plan**

* There weren’t many recommendations from the survey except for that Clinicians will provide more self-help information leaflets so that they can help themselves with common minor ailments such as coughs/colds/earache etc.
* For certain chronic diseases, there needs to be written plans given to the patient i.e. COPD, diabetes and heart failure, so that they can receive early intervention and prevent admissions.
* Overall, the survey was good and there weren’t any further actions to be taken apart from the above.

**Any Other Business**

* Lisa suggested changing the phone message for patients to include cancelling their appointment if they don’t need it, before they get through to the Receptionists.
* For CQC (Clinical Quality Commission) purposes, we have to remove the carpets and skirting boards in the Nurses rooms and replace them with vinyl. Also, the chairs in the waiting room need to be changed to plastic. These measures are to reduce the spread of germs. Joan mentioned how she sees Nurses walking round town in their uniforms.
* Mr Price commented on the staff car park being dark but this is not the case as the floodlights are on motion sensors.
* Glenys asked where the group is progressing. Dr Suri said it is really up to the group as a whole. The group needs to obtain feedback from other patients. Birchills PPG has been meeting since 1983/4.
* GPs can’t commission services unless the patient is at the centre and the patient’s needs are met.
* CCG Board Meetings – the CCG are trying to improve services provided for patients. Interviews are to be held for some more posts within the CCG and a Consultant from outside the Manor will be brought in to help guide GPs in commissioning services.
* Glenys asked what happened at Stafford Hospital, why nothing was done. Dr Suri informed the group that the Francis Report made 250 suggestions for other trusts to learn from so that there won’t be a repeat of what happened at Stafford. Another example is Harold Shipman. GPs now have to give reasons for the patient’s death and say whether it could have been prevented.
* There have been 3 Nursing homes in Walsall, Lichfield and Brownhills closed down as it did not meet the CCG’s requirements.

Pravin and Joan will need to read the Constitution and sign the confidentiality forms.

**Next Meeting** To be arranged in 3-4 months or sooner if required.