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|  | *BIRCHILLS HEALTH CENTRE* |
|  | *23-37 Old Birchills* |
|  | *Walsall* |
| ***Dr A.S. Suri & Partners*** | *West Midlands* |
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**MINUTES FROM THE PATIENT REPRESENTATION GROUP MEETING**

**MONDAY 27TH JULY 2015 at 7:00pm**

**Present**

Richard Dean richard\_dean8@btinternet.com

Dr A S Suri avtar.suri@walsall.nhs.uk

Lisa Parkes lisa.parkes@walsall.nhs.uk

David Lawrence yorathdude@live.co.uk

Michael Price mikeprice5454@yahoo.co.uk

Lisa Price lisaannmitton@yahoo.co.uk

Mahesh Pancholi birchillsnews77@hotmail.co.uk

Linda Cross mycathatesme@hotmail.co.uk

Glenys Davis southwaria@hotmail.co.uk

John Davis jtmdavis@virginmedia.com

**Welcome and Introductions**

Richard welcomed the group members, and thanked them for attending. All members introduced themselves to the new member, Linda.

**Apologies**

No formal apologies were received

**Notes and Actions from previous meeting**

The minutes of the last meeting were circulated via email to all that attended, shortly after the last meeting.

* The PRG Liaison Group Terms of Reference have now been approved
* The Chairperson and Vice Chair have both been elected
* The PRG Liaison Group will be funding training for PPG members so they can fully understand how the PPGs should be run

**Birchills Health Centre PPG**

The Affiliation Form for Patient Groups was circulated for all members to view. It was agreed that we should join for the first year and then decide on how useful it is being a member before agreeing to continue our membership at a cost of £40 per annum. Richard will enquire at the next meeting as to who will be responsible for paying the annual fee. He will also find out what the membership actually gets us in return.

**Feedback from the PPG Chair**

* Richard has attended 3 meetings regarding the bidders for the NHS 111 Service. The current supplier, West Midlands Ambulance Service was deemed not financially viable. The new supplier, Vocare, will have the contract for the next 12 months which may be extended for a further 6 months thereafter. Since NHS 111 was introduced, the number of A&E attendances had increased and patients were given the wrong advice on numerous occasions.
* There was a presentation provided by the CCG on the Rapid Response Unit. They will visit the patients at home and provide treatment as necessary to avoid hospital admissions where possible.
* There is a survey published every year by Health Watch on Obesity. It revealed that 8/10 adults are at risk of developing Type 2 Diabetes. Health Watch produced a list of Black Country towns versus age groups. Between 2007 and 2014 there has been an annual increase in eating disorders and diabetes in all age groups. Obesity, however, is caused by many factors, not just one.
* Richard attended a meeting on Antibiotics and their usage, explaining when is the right time to have antibiotics. Over usage of them causes resistance which means they will no longer treat the infection they have been prescribed for. An impact campaign will be distributed to GP surgeries and posters will be displayed in public places, e.g. on the sides of buses and in newspapers. It was suggested that this information regarding antibiotics could be put on the practice website.

**Birchills Health Centre**

*Telephone Triage –* members who had utilised the service had found it very useful. The group were advised that we had only done it during the winter months to ease the pressure on appointments but the majority felt that it may be useful to carry it on throughout the year.

*Practice Website –* Richard commented on how there had been a big improvement on the website, it is very informative for patients and the ‘Practice News’ section is being updated. It was suggested that we could have a laptop available in the surgery to allow staff to demonstrate where to find the information available to them on the practice website.

*Website Poster –* it was suggested that the Practice Website poster could be reduced down to business card size for patients to take away with them

*Television* – this could be used to advertise the PPG as well as the other clinics that we offer in the surgery and display the practice website. It is thought that more patients are likely to watch the TV rather than look around at the notice boards.

**Alliance**

* GP surgeries can join their PPG with 1 or more other PPGs but it was felt that this may only work for single-handed GP surgeries rather than large surgeries.
* Several ‘Federations’ have been created. The largest one, ‘Walsall Alliance Federation’ has around 100’000 patients with the next one with 60-70’000. As a federation, they can bid for services such as District Nursing. They can also have their own PRG.

**Any Other Business**

None

**Actions**

* To send the minutes of the meeting as soon as they are available
* Ravi to look at setting up the TV for advertising
* Richard to have his personal stamp for PPG purposes
* Ask the GPs about having the telephone triage service all year round
* To discuss with Ravi about reducing the size of the practice website poster

**Glossary**

The next meeting will be held on Monday 28th September 2015 at 6.30pm.