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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**

**THURSDAY 7TH APRIL 2016 at 6:45pm**

**Present**

Richard Dean (PPG Chair) [richard\_dean8@btinternet.com](mailto:richard_dean8@btinternet.com)

Ravi Suri (Practice Manager)

Lisa Parkes [lisa.parkes@walsall.nhs.uk](mailto:lisa.parkes@walsall.nhs.uk)

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Mahesh Pancholi [birchillsnews77@hotmail.co.uk](mailto:birchillsnews77@hotmail.co.uk)

Michael Price [mikeprice5454@yahoo.co.uk](mailto:mikeprice5454@yahoo.co.uk)

Lisa Price [lisaannmitton@yahoo.co.uk](mailto:lisaannmitton@yahoo.co.uk)

David Lawrence [yorathdude@live.co.uk](mailto:yorathdude@live.co.uk)

Ellen Jones

Glenys Davis [southwaria@hotmail.co.uk](mailto:southwaria@hotmail.co.uk)

John Davis [jtmdavis@virginmedia.com](mailto:jtmdavis@virginmedia.com)

**Welcome and Introductions**

Richard welcomed the group members, and thanked them for attending.

**Apologies**

Apologies were received from Pravinchandra Patel and Joan Nicholls.

**Notes and Actions from previous meeting**

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

* The first draft of the information/appointment card was circulated round the group and the following suggestions were made:
  + It was thought that the font could be made bigger as it is a little difficult to read
  + It might be useful to put the Out of Hours telephone number on for ease of access when the surgery is closed
  + To possibly print it in different languages (the main ones used by our patients), even if only in black and white
  + To advertise the availability of opticians for minor eye problems

The space available on the card is limited so we need to ascertain what information is most important and then to put on anything else we have space for.

* No members have viewed the NAPP website as yet

**Feedback from the PPG Chair**

* The Minor Eye problems service is now up and running. The surgery have received leaflets to give to patients which lists which opticians are in the scheme
* There is a wide variation in treatment times for eating disorders, from 20 days from referral to being seen in Dudley, to almost 200 days in Manchester.
* There is no CQC update on the Manor since it was considered their services to be inadequate.
* There have been issues reported with regards to certain medication being in wrong packets and therefore patients given incorrect medication
* Richard contacted Diabetes UK to find out if they were able to provide information to PPLGs who could then feedback to the PPGs who in turn can feedback to the surgery for them to target patients at risk of developing type 2 diabetes. Their leaflets are also available in different languages and they are willing to provide them to surgeries if requested.

**Chair/Vice Chair Elections**

David has been elected as Chair and Richard as Vice Chair as there were no other nominations put forward for these roles.

**Sharing of Medical Information**

Medical Records are available to NHS organisations but it is unclear as to whether they sell this information on to 3rd parties. It is also unclear what happens to the information of those patients who opt out. Ravi will find out what he can about this.

**Changes to Maternity Services at the Manor Hospital**

Pregnant ladies who are registered at GP Surgeries in the west of Walsall (and some in Staffordshire) will have their babies at New Cross Hospital. This is due to the higher level of demand at the Manor Hospital maternity department which has resulted in a CQC inspection report being rated as ‘inadequate’. Printouts detailing these changes were circulated to the group.

**Annual GPAQ Survey Results**

The results have now been summarised and the report was circulated to the group

* It helped having the PPG members in to help distribute the questionnaires. It relieved the pressure on receptionists and patients could have any questions they had about the surgery answered directly.
* Questions were asked about the surgery having longer opening hours (weekends and late nights). We used to open on a Saturday and on Sundays to try and help reduce the number of A&E attendances during the winter months. However on reflection, this didn’t seem to help reduce the numbers of patients going to A&E and so we stopped it. The surgery still opens for late night appointments on a Thursday. The GPs pay a percentage of the surgery income into the Out of Hours service which means that patients always have the option to seek medical advice during times when the surgery is closed.
* The government aim to recruit 5000 more GPs by 2020 but due to a high number of them leaving or wanting to leave the country as soon as they have qualified, this figure will be more like 2000.

It was requested by David that the surgery provide a list of the Action Points raised from the survey to the PPG members so that they are able to relay to patients during the next meeting if the surgery has successfully completed them.

**Government Scheme to help prevent/reduce Type 2 Diabetes**

The government are providing new money to help with type 2 diabetes. Questions were raised as to whether it was actually new money or transferred from elsewhere. Personal trainers would be useful if available as it would relieve the pressure on GPs and Nurses at the surgery.

**Detailed Coded Record**

At present, only Richard uses Patient Access. Ravi would like all PPG members to sign up and use Patient Access so they can access their Detailed Coded Record (a new service that the government has just brought out). It allows patients to access more information about their electronic medical record, including Documents and test results. All patients will need to verbally ask for the permissions to access their DCR and ID will need to be seen before access can be granted.

**Any Other Business**

1. East Midlands Ambulance Service is in trouble. There will potentially be a merger with West Midlands Ambulance Service. However, previous mergers between other services haven’t really worked so time will tell as to whether this one does work.
2. Birchills Health Centre has passed its Infection Control visit, the next one will be in 3 years.
3. Birchills Health Centre is now a Teaching GP practice. Therefore, we will be having GP registrars working here.
4. We will produce a poster to display in reception asking if patients would like to sponsor Dr Rebecca Suri for the London Marathon which she will be running on 24th April. Sponsors are done online so any money that is donated will be done as one lump sum from Birchills Health Centre.
5. Ravi circulated a printout of the number of hits the Birchills Health Centre website has been receiving at which pages are most popular. We need to think of ways to promote the website and the information that is available to patients.
6. Ravi will be looking to update the practice leaflet, this has been proposed for the next meeting.

Items for the next agenda:

* To discuss topical drives, i.e. flu vaccines in winter – how the PPG can help promote various services during the year
* To create a constitution – members to sign an agreement whereby they will attend a minimum number of meetings per year otherwise they will be taken off the PPG list.

**Actions**

* To send the minutes of the meeting as soon as they are available
* Ravi to update the information card according to the suggestions made (as relevant)
* Ravi to look into the sharing of medical information and find out what information he can
* Lisa to create the poster for the Marathon sponsors and a sponsorship form for if the Dr would like to thank the patients personally
* PPG Members to come into the surgery to request access to Patient Online services. They will then be given access to their DCR for them to view at home and feedback to the group at the next meeting. Also if members can look at the surgery website [www.birchillshc.co.uk](http://www.birchillshc.co.uk) and think of any ways it can be made more accessible to patients.

The next meeting will be held on Monday 6th June 2016 at 6.30pm (meeting to start at 6.45pm prompt)