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|  | *BIRCHILLS HEALTH CENTRE* |
|  | *23-37 Old Birchills* |
|  | *Walsall* |
| ***Dr A.S. Suri & Partners*** | *West Midlands* |
|  | *WS2 8QH* |
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**MINUTES FROM THE PATIENT REPRESENTATION GROUP MEETING**

**MONDAY 28TH SEPTEMBER 2015 at 6:30pm**

**Present**

Richard Dean (PPG Chair) richard\_dean8@btinternet.com

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

Lisa Parkes lisa.parkes@walsall.nhs.uk

Michael Price mikeprice5454@yahoo.co.uk

Lisa Price lisaannmitton@yahoo.co.uk

Mahesh Pancholi birchillsnews77@hotmail.co.uk

Glenys Davis southwaria@hotmail.co.uk

John Davis jtmdavis@virginmedia.com

Bartosz Jacowski

**Welcome and Introductions**

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

**Apologies**

No formal apologies were received

**Declaration of Interest**

No members had any outside personal interests that may affect the group that they had to declare.

**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 affiliation form was sent off following the last meeting
* We are unable to use the TV for advertising purposes as it only has the software specifically designed for practices at present. However, the company who own the software are currently redeveloping it so that we should be able to use pictures and still graphics on screen after the New Year. We will therefore revisit this topic in January/February 2016
* The PPG Chair stamp has been ordered and will be delivered next week. It will read as follows:

PPG Chair

Birchills Health Centre

23-37 Old Birchills

Walsall

West Midlands

WS2 8QH

* The GPs have audited the Telephone Triage Service and felt that it is not effective until the winter/spring season. This is supported by patient feedback. The telephone triage for this season is starting again this week.
* Business cards for the surgery are currently in the design stage. Any suggestions for what information could be printed on the back of them would be gratefully received.

**Feedback from the PPG Chair**

* There hasn’t been much happening with regards to meetings that Richard has attended since our last PPG meeting. A new chair of the Liaison group has been elected – Trevor Hancock, who is an ex-police officer. Richard reported that these meetings are now more business-like.
* The Health Watch report is due to be published next month. Walsall has the highest figures for diabetes.

**GP Patient Survey (North Locality)**

The MORI Poll results which compared the results of January’s survey were fed back to the group. We scored lower than the Walsall average and lower than January in most areas.

**Alcohol Audit**

Over the last 3-4 years, the number of alcohol related hospital admissions has increased nationally. However, the number of admissions in Walsall has remained almost the same or reduced from the previous year. Also, Walsall has a lower number of admissions compared to Sandwell and Dudley.

Excessive drinking, obesity and smoking all cost the NHS a huge amount of money.

It has been discovered that some people who smoke, have gene alterations that occur naturally and so don’t develop lung cancer.

Patient education regarding the effects of drinking, smoking and excessive eating, still remains important. In the past, some medications would have side effects that would cause the patient to over-eat. Developments in medicine have reduced the amount of side effects some may cause.

Dr Suri informed the group that a person is considered to binge drink if they consume more than 6 units per sitting

(for a woman) or 8 units (for a man).

The number of units/drink = volume consumed x % of alcohol in the drink

1000

**Planning the Annual GP Patient Survey**

Copies of the GPAQ were circulated to the group. Members were asked to take them home and look to see if they would like any questions amended or added. The questionnaires will be distributed to patients within the surgery towards the end of October so members were asked to raise any suggestions in the next 7-10 days.

**Urgent Care Centre**

The Urgent Care Centre (UCC) will be taking over the Walk in Centre (WIC) from 01/10/2015. They will then move premises on 01/12/2015 to the old Argos site in the Saddlers Centre. There will be external access from Bridgeman Street. The new UCC Hub will take over the old Badger premises within the Manor Hospital from 01/10/2015.

There will be some differences between the WIC/Badger and the UCC - the UCC will be able to organise blood tests and Xrays for patients that they see but they won’t have a walk in facility for blood tests that the WIC had so patients who can’t have their bloods done at their surgery will have to go to the Manor. The UCC won’t do any wound management (dressings). This will have to be developed later as some patients may need their dressings done daily, which won’t be possible with the GP surgeries being closed at the weekends.

A company called Primecare will be providing the UCC services. They won the contract because their bid was £1million lower than the other bidders.

Some patients may be bounced back to their GP after they have been triaged or for further management. The UCC will be triaging all patients who attend A&E so that should reduce the amount of A&E admissions as a lot of patients will be seen by the UCC.

**Youth Involvement in PRG**

Having a PRG is a requirement for the GP Contract. It states that where possible, PRGs should reflect the GP surgery population i.e. have a similar ratio of men: women, age groups and ethnicity. To help encourage the younger population to show an interest in a PRG, the CCG and Liaison group have set up a sub-group. They have a presentation designed for schools, targeting the 14-18 year olds. It will give them a history of the NHS to hopefully get them interested. Many students don’t know what the Health Service is. The presentation will be produced in Oct/Nov and then rolled out to the schools.

**Patient Involvement in Aston University Medical School**

Aston University Medical School will be encouraging students from less privileged backgrounds to enrol in the course from 2017. It will offer 20% of its places to these students who would not normally be able to afford the course but have the ability.

Less students are entering medical school. This may be a result of the government wanting doctors to work a 72 hour week (8 til 8, mon-sat). By European law, a working week is 35.5 hours. The Government want the new contract to force GPs to work 7 days a week. Some mental health services have had their budgets cut. It is these areas where more attention and funding is needed, rather than have it cut, to help support patients in the community.

**Patient Feedback Apps – Birmingham Children’s Hospital and Captive Health**

Richard has looked at these two apps and it seems that they would be easily adaptable to suit the needs of a GP Surgery. Younger users may be more inclined to provide feedback if it is online rather than in paper form.

However, NHS England has approved some apps but others do not meet the security requirements. A lot of unencrypted data is being sent which is subject to fraud and is therefore unsafe.

**Any Other Business**

Walsall, Sandwell and Dudley Hospitals are trying to form an alliance. This will help all 3 hospitals with their waiting times as they will be able to send patients to the hospital that can see the patient sooner. They may have 1 Chief Executive for all 3 hospitals rather than one in each, which will therefore save money.

Councils are doing a similar thing and creating a Mega Council. It is all to save money. Also, CCGs may do something similar and form the Black Country CCG. The number of services that CCGs have to commission are increasing to include complaints, significant events etc. There will be more work but with less money and less members.

Walsall GP surgeries are looking to join a federation. Each federation will consist of 2-3 GP surgeries and they can share services between them so that their patients get a more complete service.

GPs can now take patients from anywhere in England; there are no catchment areas anymore.

**Actions**

* To send the minutes of the meeting as soon as they are available
* To look for information leaflets/cards showing patients the recommended daily intake of alcohol. These should be readily available to patients who attend the surgery.

**Glossary**

The next meeting will be held on Monday 30h November 2015 at 6.45pm.