

STOURPORT MEDICAL CENTRE
INTERIM PATIENT PARTICIPATION GROUP

11 August 2021

12.00 Zoom Meeting Notes

PPG Members Present: Angela Coombe, Kathy Russell, Trish Wheal, Colin and Christine Farlow, Jo Dillistone, Tony Gavin, Richard Collie, Tim Berry

Apologies: Jackie Griffiths, Beryl Talbot, Liz Bloomer

SMC: Dr Caroline Heath, Donna Davies, Louise Washbrook

- Welcome and Introductions
- Apologies – as above
- Notes from last meeting – agreed as a true record of the meeting.
- Tony Gavin commented on Irrigation of the Ear comments from last meeting.

ACTION ; Tim Berry to talk to him outside the meeting to clarify discussion.

- WFHP as a Primary Care Network –The next PPG Meeting will include a session by one of the Doctors to help explain what’s happening and how it will impact. Dr Roy Williams is being booked to lead the session.

ACTION ; Donna booking Dr Williams for 29 September.

- Update on new build –
- DD has had some concerns for a while in light of key personnel leaving the project. Confirmed that builders – AMG Building contractors have been placed in administration. GBP who are leading the project already have interest from other contractors, Insurance is in place to cover any losses incurred by this change and do not pass to WFHP. 24 hour security is in place on the site. GBP hopeful that completion can be by spring 2022.
- Furniture – an external company has been contracted to review existing furniture and recommend future use or not and what is needed in new premises.
- Staffing – a new receptionist has been recruited to help as there are now more than a thousand calls a day coming into the SMC. A new HCA is recruited to do LTC appointments for homebound patients and a further HCA starts next month who will be taking on NHS Health checks.
- GPs struggling to take annual leave as it is very hard to get locums. National issue
- Complaints have risen marginally but not a significant increase. Themes this month are around some patients who felt they should have been seen, some felt rushed, some felt there

might be something missed by remote consultations. Time consuming to contact and discuss but when patients are contacted they welcome opportunity to discuss and generally feel OK with result.

- Aggressive and rude behaviour towards staff will not be tolerated. First offence a letter is sent explaining that if it continues the patient will be removed from the practice list. Repeat offenders will be removed.
- In light of delay to new build SHC will need to stay open beyond the expected closure in October. Not seen as an issue.
- Update on Vaccination programme. Donna explained up to date position including commencement of jabs for 16/17 yr olds. Younger people are less inclined to come in during the day. Fewer clinics now running and all may move to Kidderminster if this continues. It looks like the Covid booster jabs will be run in separate clinics as now but flu jabs will remain at practice level. Well done all for a great effort.
- **AoB** – The pharmacist for the new build is awaiting announcement. RC commented that observation showed 3 or 4 times more people going to pharmacist than to GP practice. Has this been factored into evaluation? DD not sure but will seek advice.
- **Date and time of next meeting** 29 September 13.00. Dr Roy Williams booked. If restrictions lifted may be face to face for the first time for quite a while!