

ALREWAS SURGERY PATIENT GROUP MEETING

18th October 2023

Tarmac Suite, Alrewas Village Hall

Present: Lorna Lewis (Chair), Jenny Wray (Deputy Chair / Treasurer), Helen Scales (Secretary), John Cassidy, Bitty Muller, Jo Spence, Sonia Senior (Practice Manager), Paula Dumolo (Nurse Practitioner)

Apologies: No apologies received.

1. Welcome

LL welcomed the Committee Members to the meeting and thanked in particular Bitty, Helen, Jenny, Paula and Sonia for their valuable support.

2. Treasurer's Report

JW presented her report.

She explained that there still needs to be some clarification of the No. 2 defibrillator account regarding receipt of the £200 grant from Alrewas and Fradley Charities. She will submit a further account as soon as she has updated figures from the surgery.

Actions:

- JW to provide an updated report.

3. Minutes of the meeting held on 3rd May 2023

Accepted as an accurate record by all those present at the meeting. Proposed by BM. Seconded by JC. The actions were discussed.

- LL will ask Dave Bassett from Health Watch to attend and speak to us at the AGM in January.

4. Surgery Update SS

SS presented her report and the discussion included the following points:

- Once the IT & Management Admin support post has been filled, the PG will be able to communicate directly with the post holder, rather than the present arrangement through SS.
- The Additional Roles Fund has provided funds for the appointment of Tim Wakefield the new Clinical Pharmacist. He will split his time 3.5 days / week at the surgery and 1.5days / week audit.
- All surgery rooms will be used at 100% capacity.
- Three Patient Behaviour letters have been sent out and no replies have been received. SS explained there are 3 stages to the procedure with a letter being sent for each incident with the final letter stating that if the unacceptable behaviour continues, the patient may be removed from the practice list.
- LL congratulated SS and PD on the results of the Friends and Family test over the past 2 months. The feedback of 'Very Good' & 'Good' was 95% of patients in August and 98.4% in September.
- The table showing the breakdown of appointments is collated and analysed through the National Database.

Actions:

- Send Christmas Cards to every member of staff expressing thanks for their work. LL/HS

Through future newsletters:

- Communicate the key points of SS's report to patients. LL/HS

- Communicate the good news re % of +ve feedback and thank patients for their feedback. LL/HS
- Publicise the number of appointments. LL/HS

5. Working Groups

5.1 Defibrillators

Fradley:

JS reported that all 5 defibrillators are in full working order. She is in discussions regarding moving the defibrillator sited at the old Fradley Post Office to a new position close to the sports facility near the Fradley Manor development. She reported that the cost of her last replacement batteries was much greater than Alrewas predicted costs. She will discuss this with RI.

Alrewas:

Alrewas Parish Council declined to take on the responsibility for the village defibrillators in July and so JW/PD applied for a £300 PC grant to assist in maintenance costs. They advised that the application would be considered in the Autumn.

The PG does not want to continue having the responsibility of maintenance for all 6 units. It was decided to approach local businesses and ask if they will take over full responsibility for the unit sited near to their premises.

Leavesley's garage, Pharmacy, Cricket Club, British Legion and Cotton Close residents association will be contacted. At present we do not have a suggested contact for the unit at the Delhi Divan.

RI will be asked to replace the batteries in 3 of the units as they are just past their expiry date although still showing full power available. We do not have funds to purchase newer replacement units.

JW will accompany RI to any of the businesses who are interested in taking over units to explain more details regarding maintenance and registration on the circuit.

Actions:

- JS will contact RI regarding the cost of the replacement batteries/pads.
- HS to contact RI re replacement batteries for 3 units and ask her for Cotton Close contact details. JW to find out contact details for British Legion. PD will send an email to the 4 businesses to explain the PG situation and ask if they would be interested in taking over the units. BM will go and speak to the Pharmacy
- JW/RI to visit any businesses who are interested in taking over the units.
- PD will recontact the PC as agreed in previous communication to update them and enquire date of grant discussion.

5.2 Communications & Health Education

Drop In, Royal British Legion 18 September

LL and SS attended one of the weekly meetings of the Drop-in group. LL explained the aims of the PG and talked about work that has been undertaken in the past and plans for the future. She emphasised that the PG is keen to hear about patient experiences and encouraged those present to join the Virtual Group by filling in one of our contact forms. A number of ideas were put forward regarding things we could do to improve our communication with the practice population and these will be added to our communications plan. LL also discussed the Which article 'The 8 am Scramble' that shared feedback from 1000's of people about their experience of getting an appointment.

SS then responded to the specific questions received from members of the group prior to the meeting. This was followed by a detailed discussion regarding the work of the surgery which included talking about: the different clinical and non-clinical roles (such as the Clinical Pharmacist, Social Prescribers, the Care Coordinator and First Contact Physiotherapists); the role of the receptionists; the appointments system; the pressures they are working under.

Actions:

- Inform patients of the ongoing pressures at the surgery LL/HS SS

- Publicise names and photos of all staff members on website and also install a wall board / poster at the surgery. SS

5.3 Virtual Members

Virtual members will now only be circulated with and asked to complete patient surveys. A new contact form has been produced.

PD/Nursing team would be happy to offer forms to patients on a daily basis in the first instance.

6. District Patient Group and UHDB Patient Forum

6.1 East Staffordshire District Patient Engagement Group meeting 7.9.23

The minutes for these meetings can be found on: www.districtpatientsgroup.org

Discussions included:

The new Staffordshire digital tool (My Health, My Way) to support self-management of mild frailty. It provides the opportunity to review educational material that could help slow down the progression of mild frailty. Pilot taking place in November of this year.

Patient stories: Included talking about blood tests and the lack of joined up thinking between hospitals and surgeries.

Support Staffordshire update: Small community groups are struggling to get volunteers and to cover their costs. Some funding opportunities are coming – grants of £500 and £2,000 from a pot of £37k.

PPG updates: Barton's PPG Health Event was very successful - lots of positive comments. Other PPGs have held coffee mornings and meetings to try and attract new members.

East Staffordshire Diabetes Network: They continue to be very active, undertaking face-to-face meetings, running stands at events and giving talks.

Next District meeting 19.10.23

6.2 UHDB Patient Forum meetings

Taken as read.

LL thanked BM for attending the meeting on 7.9.23.

7. Samuel Johnson Minor Injuries Unit

LL and HS had recently become aware of the scale of minor ailments that could be treated at the nurse led UHDB Minor Injury Units. The two closest units are Samuel Johnson, Lichfield and Sir Robert Peel, Tamworth.

SS reported that many young families in the village regularly use the Samuel Johnson unit.

UHDB produce a very informative poster which can be used to publicise the service.

Actions:

- LL/HS to personalise the poster for Samuel Johnson and distribute through our communications network

8. AOB

JW and JC brought the new NHS Care Volunteer Responders scheme to the attention of the group. The scheme is administered using an App and covers many aspects of volunteering in the community, including phone calls to lonely people, shopping, working at vaccination centres.

It was felt that it would be best to delay publicising this new initiative until it has become more established and the surgery has more information regarding it. SS suggested that a more appropriate organisation to use in the meantime would be Support Staffordshire.

JS mentioned that she had heard there was a proposal for a new health hub/ medical centre as part of the Curborough Lakes housing development but no details were available.

Date of Next Meeting

AGM - Wednesday 10th January 2024 at 6pm: Tarmac Suite, Village Hall Alrewas.

Date of Future Meetings

TBA