



# PATIENT PARTICIPATION GROUP NEWSLETTER APRIL 2019

## INFORMATION

### ST.GILES HOSPICE SUPPORT

24 hours, 7 days week help line:  
0330 330 9410

Support Group meetings held at  
Lindridge Road call 378 6290 for  
details.

Leaflets of these services should be  
available in reception.

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### ALTERNATIVES ASSISTANCE WHEN UNABLE TO GET A DOCTOR OR NURSE APPOINTMENT

#### **Urgent Care Centre to avoid A&E**

Warren Farm Walk-in Centre  
Warren Farm Road Clinic  
Open 8.00am - 8.00pm  
with last registration at 7.30pm  
465 5613

Erdington Walk-in Centre  
Erdington High Street  
Open 8.00am - 8.00pm  
with last registration at 7.30pm  
686 8010

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### COME AND JOIN THE PPG WHERE YOU CAN LEARN WHAT INITIATIVES THE PRACTICE IS INVOLVED IN AND HAVE YOUR SAY. ASK AT RECEPTION. WE MEET 4 TIMES A YEAR ON FRIDAYS FROM 1.00PM FOR ABOUT AN HOUR

*The latest meeting of our face-to face Patient Participation Group (PPG) was held on 26th April 2019 and the following was discussed.*

### PRESENTATION

There was an excellent presentation from Jenny Fryer, Community Engagement Co-ordinator at St Giles Hospice, on their cancer advice and support service that is available 24 hours a day, 7 days a week by phone or email, details are in the information column.

Also in the Sutton Coldfield area there is further access to help and support through one of the many group drop in sessions including walking, singing, knit-and-natter and bereavement groups.

### Matters from the Practice

CCTV is to be installed in reception and the car parks for security.

**Future Talks From Community Groups:** Jacquie advised that Helen Fisher, Prescribing Support Pharmacist (Sutton Coldfield) & Medication Safety Officer, had agreed to talk to the PPG regarding low clinical value medication.

### Matters raised by Patients

**Out of Hours Service** update requested. Jacquie explained that this service is moving from The Poplars, Holly Lane on 1st June 2019 to Ley Hill Surgery, Lichfield Road as the Practice will now be working with Sutton Coldfield GPs instead of Kingstanding and Erdington GPs.

**Disabled parking spaces** have on occasions been obstructed due to the nursery development but Jacquie confirmed this matter has now been resolved and the practice have a good relationship with the builders who are now being more thoughtful.

**Personal alarms** leaflets are available in reception from private companies but it was raised that Birmingham City Council can assist with these also and it was agreed this information would be made available too.

**Appointments system** concerns were raised about the complexity of getting an appointment and after discussion it was agreed that the Practice will produce a flow chart to better explain the system.

'**Did not attenders**' for appointments were raised and the statistics are to be presented at our next meeting

