

# The Hawthorns Surgery

Minutes of Patient Participation Group Meeting  
Friday 19 July 2019

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Present – Dr Pat Clarke, Jacquie Walker, Jo Goodwin, Sheila Try, Delyth Perks, Tony Cannon, Rod Evans, Maggie Campbell, Christine Graves, Yvonne Brown,

Apologies – Amanda Hume, Tony Cooke, Teresa Monteiro, Derek Durham, Peter Anderton

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**Presentation from Helen Fisher, Prescribing Support Pharmacist (Sutton Coldfield) & Medication Safety Officer:** Helen gave a presentation regarding the prescribing of “Over the Counter” medication.

**Minutes of the Last Meeting:** Agreed.

**Matters Arising:**

- **Terms of Reference:** The Terms of Reference has been emailed to members of the PPG by Sheila and these were accepted by the group.
- **Appointments Leaflet:** This has now been produced and distributed. These leaflets will be available to all patients registering at the Surgery and there will also be a supply available on reception.
- **DNA Stats:** Figures were produced for the month of June - 3,610 patients attended (97%) and 112 patients DNA'd (3%). These figures will be produced on a monthly basis and displayed in the Reception area. The only request is that the percentage of patients attended is in green rather than yellow.

**Practice Items:**

- **Saturday Appointments:** Jacquie advised that there are a limited number of appointments available on a Saturday morning between 8.30 am and 11.30 am with the Practice Nurse and Health Care Assistants. These appointments are pre-booked and patients are to get access to the Surgery via the back door. The appointments are available for smears, blood pressure and blood tests, New Patient checks etc. Patients are advised when booking the appointment to come to the rear of the Surgery. Unfortunately general queries are unable to be dealt with on a Saturday morning.

**Patient Items:**

- **Missed Text Message Reminders:** This is an automated system and messages are sent up to 3 times to notify patients of a booked appointment. Unfortunately, if the mobile is switched off or it is an incorrect number, the message cannot be delivered to remind patients. Also appointments booked on the day do not receive a text message. It is, therefore, important that patients contact details are correct on their records.
- **Protocol For GP Appointments With More Than One Ailment/Concern:** Unfortunately GPs have limited time to see patients in surgery but there is no protocol on only dealing with one problem. This is at the discretion of the GP as some patients come into surgery with a list of several problems. As a general rule, the GP will ask the patient what the problems are and deal with the most important during the consultation. In some instances it is not possible to deal with all the problems in one consultation and the patient may be asked to book another appointment to discuss the other problems. The only exception to this is if a patient books an “urgent on the day appointment” and they are advised by Reception that this appointment is for one problem only.

### **Any Other Business:**

- Dr Divall: Dr Clarke advised the group that Dr Divall will be retiring at the end of October. The Surgery are actively looking to take on another Partner who will take over Dr Divall's list of patients.
- Your Care Connected: Jacquie advised that the Surgery is signed up with Your Care Connected for Data Sharing at the Hospitals and other Healthcare providers in the Birmingham & Solihull area. This will start in a month's time. Patients do have the right to opt out of this service.
- Dementia Support Services: Tony Cannon raised a concern about Dementia patients receiving support. Jacquie explained that, within our newly formed primary care network, they are exploring support from Dementia Connect via the Alzheimers Society who can offer assistance with Admiral Nurses and signpost for further guidance.

More information will be posted on our practice website shortly.

Sheila will put some information in the newsletter regarding these support services.

- Disabled Parking Spaces: Jacquie advised that there may be some disruption in the coming weeks as services are installed for the Nursery. The Gas and Electricity have confirmed they will not need access via the road but the water services will need to install pipework but are hoping to do this along the pavement. They have confirmed that the Disabled Parking Spaces will not be disappearing.
- CCTV: Jacquie advised that the Surgery are awaiting final quotes before going ahead to install CCTV. Signs will be displayed in the car park with a telephone contact number. For security reasons the footage cannot be kept for longer than 31 days. Jacquie will also check with the Data Protection Officer if there are any other items of note regarding the installation of CCTV.
- Flu Clinics: The flu vaccines for the Over 65 group are due in Surgery at the end of September and clinics will be arranged shortly after this date. Jacquie will arrange for Carers to attend the clinics as previously and any help the PPG can offer during the flu season would be greatly appreciated.

**Date of Next Meeting – Friday 25 October 2019 at 1.00pm**