

The Hawthorns Surgery

Minutes of Patient Participation Group Meeting
Friday 26 April 2019

Present – Dr Pat Clarke, Jacquie Walker, Karen Hipkiss, Sheila Try, Delyth Perks, Atamjit Niber, Tony Cannon, Tony Cooke, Rod Evans, Teresa Monteiro, Maggie Campbell, Christine Graves, Yvonne Brown, Peter Anderson

Apologies – Amanda Hume and Louise Jackson-Sanders.

Presentation from St Giles Hospice: Jenny Fryer, Community Engagement Co-Ordinator, gave an informative presentation on Cancer support in the Sutton Coldfield area. She explained that there were various supportive care activities held at Lindridge Road, eg Bereavement Help Points, Citizens Advice Bureau, Drop in Centres, jewellery making and many more. She left handouts and information to be displayed in Reception.

Minutes of the Last Meeting: Agreed.

Matters Arising:

- **Terms of Reference:** The Chair sought for her Terms of Reference to be agreed. The PPG members present agreed her terms. A copy was given to Dr Clarke for her to view and discuss with the partners for the next meeting.
- **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 and thus the PPG could then help to support the Surgery in this area.
- **Little Ripleys Nursery:** Jacquie explained that she was in daily contact with the Site Manager who had been very good in keeping the Surgery up-to-date with progress. A Newsletter is sent across weekly for our patients. This is in the Reception area. The building work was on schedule. It was reported that the building site had had a break in but that they had now got temporary CCTV installed.
- **Extended Hours Appointments:** It was pointed out that when trying to book appointments but with no availability, the Hub appointments were not being offered. A reminder will be given to our Lead Receptionist to ensure all Receptionists offer these appointments if available. The Receptionists have access on their computers to the Hub appointment system and can see on a daily basis what appointments are available for them to book at the Hub.

Advertising within the surgery promotes the Hub together with other options of Walk in Centres and Out of Hours providers.

Practice Items:

- **CCTV:** Jacquie explained that, for security purposes, the Surgery was in the process of obtaining quotes for CCTV to be installed. This would be in the car park, Reception area and first floor corridors. Signs would be displayed. Questions were raised regarding the legality of sharing information if there was an incident and Jacquie agreed to look into this.

Patient Items:

- **Out of Hours Appointments:** Jacquie explained that the uptake on appointments at the Hub was working very well. However, due to geographical demographics, our Out of Hours appointments would be relocating to the Hub at Ley Hill Surgery from 1 June 2019. Appointments are available by telephone with your own surgery.

At this point, Jacquie explained that Primary Care Networks are a key part of the NHS Long Term Plan, with all general practices being required to be in a network by June 2019. This means that a group of general practices will be working together with a range of local providers and that we would be working in collaboration with Ashfield Surgery and The Manor Practice, both of these are Sutton Coldfield Practices.

- Blocking of Disabled Parking Spaces by Workers on Nursery Site: At the beginning, there may have been a couple of instances where a car/van had parked in the disabled spaces but there has been minimal disruption with parking in disabled spaces by the Construction team.

Mention was made of the necessity to display blue badges in the car. It was also suggested a polite notice be put on the window screen saying taking disabled space. It was agreed, however, that this would be very difficult to police as some patients bring disabled patients to the surgery and wait for them.

- Personal Alarms: Birmingham Council have agreed to send leaflets to the Surgery. However, Jacquie has put photocopies in the Reception area until they arrive.

Any Other Business:

- Booking of Appointments: Queries were raised as to why the booking of appointments was so complicated. Jacquie explained that the appointments are allocated with a certain percentage for pre-bookable, on-line and on the day appointments.

A query was raised as to why a patient could not book with a different partner other than their registered GP. Jacquie explained that the patients are registered with their own GP as our GPs work to their own lists for continuity of care. If a patient wanted to book with another doctor, this is acceptable. The Practice has salaried, locum and GP Registrars available. (If the patient had taken the appointment from another GP other than their own, the patients of that GP would query why we are giving their appointments away. Of course, it is always acceptable for any patient to see a male or female doctor).

It was agreed that a leaflet/flowchart would be produced to explain the appointment system process and give clear guidelines.

- Online Services Records Access: Details of this service was explained where you can have access to your medical care record, book GP appointments and request prescriptions online. Applications are available from Reception.
- Walk In Centre: A couple of the PPG members commented on how impressed they were with the services received recently at both Warren Farm Centre, Kingstanding and the Walk-In Centre, High Street, Erdington.
- Generic Email: The Practice was complemented on how well the generic email was monitored. Jacquie thanked the PPG and said that the Practice was thinking of having a generic email for the secretaries due to the fact that NHS England Directive of using email rather than fax for security reasons.
- DNA Rate: The DNA rate was felt, in general, to be low. However, Jacquie said she would produce stats for the next meeting.
- IT Workshops: Workshops will commence again in the Summer with Kay and Jacquie by appointment only. Patients to book at Reception. Dates for IT Workshops as follows:
 - Thursday 18 July 2019 @ 2.00 pm
 - Thursday 25 July 2019 @ 2.00 pm
 - Thursday 15 August 2019 @ 2.00 pm

These Workshops are designed to assist patients who wish to use or register for our on-line services that require assistance.

Date of Next Meeting – Friday 19 July 2019 at 1.00pm

Actions:

- GPs to feedback re the Terms of Reference.
- DNA stats to be produced.
- Guide to booking of appointments leaflet to be produced.