

# The Hawthorns Surgery

Minutes of Patient Participation Group Meeting  
Friday 18 January 2019

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Present – Dr Pat Clarke, Jacquie Walker, Joanne Goodwin, Sheila Try, Yvonne Brown, Teresa Monteiro, Atamjit Niber, Derek Durham, Tony Cooke, Delyth Perks

Apologies – Tony Cannon, Margaret Campbell, Amanda Hume, Louise Jackson-Sanders and Peter Anderton

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**Welcome:** Sheila welcomed Delyth, a new member to the Group, to the meeting and all attendees introduced themselves. Sheila advised that a Newsletter was produced by the PPG which was displayed within the surgery and available on the website.

**Matters from The Previous Minutes:** There was an error in the previous minutes relating to the presentation regarding the NHS 70<sup>th</sup> Birthday Celebrations, the paragraph stating “GPs from the Surgery go into local primary schools ...” should have read “Members of the PPG go into local primary schools ...”

It was also agreed that the Minutes from the meeting did not need to be read back at the end of the meeting.

**Matters Arising:** It was agreed that all items for the Agenda would be directed through the Chair and drawn up two weeks prior to the meeting after discussing with Jacquie to agree the Agenda. The Agenda would then be issued one week before the meeting.

## **GP Practice Items:**

- **Terms of Reference** – The question was raised as to whether members of the PPG had up-to-date Terms of Reference as Jacquie was unable to find a record of any being issued. Sheila produced a set however these did not appear to be complete. Yvonne & Teresa thought they may have a copy somewhere. It was thought that these may have been issued for the virtual PPG group and a new up-to-date set was now required for our face to face group. It was agreed that Sheila and Jacquie would go over the revised Terms of Reference and the set Sheila had and agree on an up-to-date set to be issued to the group. A new Terms of Reference was given to the Chair for perusal.
- **Future Talks From Community Groups** - Jacquie advised that St Giles would like to send a representative to talk to the PPG regarding Support Services in the Sutton Coldfield area. It was agreed that time at the next meeting in April would be set aside for this.

Jacquie asked Helen Fisher our pharmacist if she would like to talk to the PPG regarding low clinical value medication and thus the PPG could help support the Surgery in this area. This will be arranged for the July meeting.

- **Foodbank Contribution** – Jacquie explained that one of the practice team had a good idea this year for staff to donate for a local foodbank before Christmas instead of sending Christmas Cards. This was very successful and the food was collected by a local charity. The PPG members congratulated the practice on their effort.
- **Extended Hours Appointments** - Nurse Appointments are now available at the Hub. These are routine appointments bookable in advance between the hours of 6.30pm and 8.00pm. The appointments are for routine matters only. These appointments can only be booked through the Surgery. Patients are unable to ring the Hub directly.

It was pointed out that when trying to book appointments but no availability, the Hub appointments were not being offered. This would be addressed as a training issue to ensure all receptionists offer these appointments if available, although it was thought that this was already being done. There is a reminder set each day on the clinical appointment system for reception/telephonist team who work from top floor.

Advertising within the surgery can promote the appointments at the Hub together with other options of Walk in Centre and Badger.

### **Patient Items:**

- **Bowel Cancer Screening In Young People** – Derek raised this question. Unfortunately there is no screening programme in place for people under the age of 55. Symptoms in younger people are hard to diagnose as other conditions such as IBS, Crohn's etc. are initially investigated. A referral on a 2 Week Wait basis does not apply for younger patients either. The Home Screening kit is sent out nationally and not from the Practice and again this does not apply to younger people. Ongoing symptoms will result in a referral being made for a diagnosis where necessary.

### **Any Other Business:**

- **Appointments with Female GP (or Male GP)** – A query was raised by a PPG member with regards to female patients whom are registered with a male GP but should they wish to book an appointment with a female GP would this be acceptable without seeing their own GP. The practice confirmed this was acceptable and we have several female Doctors working at the practice.

Please note this equally applies to males wanting to see a male GP if they are registered with a female.

- **Card From Patient** – A 'Thank You' card was recently received at the Surgery and shared with the group thanking the reception team for their help at the Surgery and appreciation of how courteous they are. This was also shared with the practice team who said they will always do what they can to help and were delighted to be appreciated.
- **Little Ripley Nursery** – Work is due to start shortly. There have been people on site this week measuring up for the building work which will be starting at the end of January with a view to the Nursery opening in the summer. Further details are available on the Little Ripley website. The Surgery is to be vigilant regarding parking etc. especially when the building work commences.
- **Online PPG Application Form** – A discussion took place regarding the question regarding any disabilities on the application form. Jacquie confirmed the Surgery would not exclude any patient from joining the PPG who had any disability and that the only question asked would be whether they could manage the stairs prior to attending a meeting. If this would be a problem the PPG meeting would be re arranged on the ground floor in Reception waiting area but would probably out of normal hours. The Chair raised the question regarding a patient's ethnicity on the application form and stated they should have the option to decline. The practice agreed to check and correct this.
- **Original Meeting Attendees** – Sheila asked whether the original attendees of the first PPG meeting had been contacted again to see if they would like to attend again. Jacquie advised she would look at this but we do now have 15 members.
- **How Can The PPG Help The Surgery?** – Sheila asked if there was anything the PPG could do to help within the Surgery. Jacquie advised there were always ways in which they could help i.e. Low Clinical Value Medication (after presentation by Helen Fisher), Flu season, promotion of Shingles vaccine, About You information to be collated, help in the waiting area and that a table can be set up within the waiting room with promotional leaflets available for patients to take away.

- **Extra Services Available Within The Practice** – The Surgery offers several clinics to patients i.e. Minor Surgery, ENT Clinics, together with external clinics for Physiotherapy, Audiology and Ophthalmology. This Practice is one of the few that took the stance to continue with our ear syringing service as we feel our patients really benefit from this even though the practice do not receive any funding. Likewise, Dr Clarke offers a “Well Woman” clinic for ring fits as again we feel this is a beneficial service to our patients.
- **Magazines** – Teresa noted that there appeared to be a lack of magazines available in the waiting rooms and any donations would be welcome.
- **Personal Alarms** – Amanda informed Jacquie there were leaflets in the waiting room for private companies advertising personal alarms. However none for the Council option which is at a lower cost per week. The practice will look into this.

**Date of Next Meeting – Friday 26 April 2019 at 1.00pm**