



**Meadowbrook Road Surgery
Patient Participation Group Meeting
Thursday 18th October 2018
12.00pm – 2.00pm**

Venue – Coffee Cups, Thornhill Road, Halesowen

MINUTES

| No | |
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| 1 | <p>Attendees Dr F Coll – GP Meadowbrook Surgery Andrew Manning – Practice Manager Meadowbrook Surgery Debbie Armstrong – Medical Secretary Meadowbrook Surgery Carol Matthews – Prescriptions Meadowbrook Surgery Alan Watkins – Easy Living Mobility Liam Smith – Easy Living Mobility Margaret Barge – Patient Jane Beard – Patient Paul Boxley – Patient Anthony Brettle - Patient Marian Brettle – Patient David Burke – Patient Vivian Kerry – Patient Kathryn Rudge – Patient Katharine Scully – Patient Jayne Stevens - Patient Celia Tooth – Patient John Tooth – Patient Helen Tromans - Patient John Tromans – Patient</p> <p>Apologies Margaret Allsop - Patient Elaine Stevenson – Patient Mark Stevenson – Patient Richard Stevenson – Patient Shirley Turner - Patient</p> |

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| 2 | <p>Welcome</p> <p>Andrew Manning welcomed all to the meeting and thanked Coffee Cups for hosting the event and providing the catering. A copy of the minutes from the previous meeting and a meeting agenda was issued.</p> <p>Apologies received were noted.</p> |
| 3 | <p>Mobility and Motability</p> <p>Andrew Manning informed the meeting that the practice staff frequently receive enquiries from patients about daily living aids, mobility scooters, manual and electric wheelchairs, rise recliners and stair lifts. In addition one of the biggest scams in the local area, as highlighted by Dudley Trading Standards at the previous PPG meeting, relates to Mobility Equipment Sellers. They frequently pre-arrange appointments by telephone cold calls, the person then receives a visit from a high pressure salesman trying to sell equipment for £000's which is unnecessary, unsuitable and cheaper or free elsewhere.</p> <p>As a result it was felt beneficial for both the practice and the patients to obtain further information from a recommended and trusted supplier of such equipment. Alan Watkins and Liam Smith from Easy Living Mobility were welcomed to the meeting. They talked about the company who were established in 2001 and currently have 10 stores including one in Dudley (8 Birmingham Street, Churchill Shopping Centre). Easy Living Mobility can provide an extensive range of products to ensure that every person with mobility needs is catered for from; fitted bathrooms, bedrooms and kitchens, to mobility scooters and stair lifts, right down to a full range of simple devices to make those day to day jobs that little bit easier.</p> <p>Brochures were provided to all attendees who were interested to see the range of products available. Additional copies were provided for the surgery to use.</p> <p>Attendees were advised that whatever their individual requirements and financial circumstances it would always be beneficial to make enquiries. For example larger expensive items such as stair lifts can be rented from £25 per month and the same applied to mobility scooters and powered wheelchairs.</p> <p>Action – Andrew Manning agreed to provide further guidance/training to surgery staff on the subject area to enable them to be confident in giving guidance to patients.</p> |

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| 4 | <p>How to Spot the Signs of Cancer?</p> <p>Dr Francesc Coll (GP – Meadowbrook Surgery) delivered a presentation to the meeting on the subject of cancer. In his overview he outlined that:</p> <ul style="list-style-type: none"> • 1 in 3 individuals develop cancer • The UK has the worst figure for early cancer detection in Europe • Only 11% of GP 2 week referrals are ultimately diagnosed with cancer <p>Often the key to successfully combatting cancer will be as a result of a patient presenting to their GP at the earliest opportunity having identified some vital warning signs. On this basis Dr Coll delivered an education session on how to spot the signs of cancer in the following areas:</p> <ul style="list-style-type: none"> • Bladder cancer • Bowel cancer • Brain tumour • Breast cancer • Endometrial cancer • Laryngeal cancer • Leukaemia • Lung cancer • Lymphoma • Oesophageal cancer • Oral cancer • Ovarian cancer • Pancreatic cancer • Prostate cancer • Skin cancer • Stomach cancer <p>He made a strong recommendation to those present that they should book a GP appointment if they have the slightest concern about any underlying symptoms that could have the potential to being linked to cancer.</p> <p>Dr Coll informed the meeting that the surgery has one of the highest referral rates in the area for suspicions of cancer. This is partly due to the high number of over 65 patients on the practice register.</p> <p>The standard operating agreement is that all patients once referred, for the above areas, should be seen within 2 weeks by the hospital.</p> |
| 5 | <p>Dudley Group of Hospitals</p> <p>Concerns regarding Russells Hall Hospital had been raised by a number of patients who had visited the surgery during the previous few weeks. Andrew Manning and Vivian Kerry outlined a number of points:</p> |

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| | <ul style="list-style-type: none"> • It is recognised that there have been some adverse media articles regarding RHH in recent months which continues to tarnish its reputation. However there are a lot of positives about the hospital and the surgery frequently receives good feedback. Unfortunately it is normally the few bad things that get all the publicity. • A recent CQC inspection rated the Urgent and Emergency Care Department as 'Requires Improvement'. The inspection found a number of concerns surrounding the triage, assessment and tracking of patients in the emergency department, particularly with regard to the management of patients with suspected sepsis. Inspectors also found that care records were not always written and managed in a way that kept patients safe and some staff raised concerns regarding the leadership style of some of the executive team, speaking of a poor culture and working environment. • The trust has been told it must make the following improvements: <ol style="list-style-type: none"> (1) It must ensure all systems and processes in place to identify and manage patients with deterioration effectively are followed. (2) Staff must record an accurate, complete and contemporaneous record of the care provided to patients. (3) The trust must ensure there are sufficient numbers of staff, who are suitably trained and competent, to care for the number and acuity of patients. (4) Deaths in the service must be reviewed robustly and appropriate lessons from these must be learned and shared. • It was reported to the meeting that observations at the hospital indicate that actions are being taken and that resourcing in key areas has been increased. • Unnecessary pressures were being put on the Urgent and Emergency Department by patients attending when it is not warranted. • Katharine Scully and Jayne Stevens shared details of poor experiences they had received from DGOH. • Andrew Manning reminded all that any concerns about the service should be escalated through the PALS team on 01384 244420. • Although the workings of this secondary care service are outside the boundary of the surgery all attendees were assured that feedback, where necessary, is shared with Dudley CCG and at the Locality meetings. |
| 6 | <p>Meadowbrook Surgery</p> <p>Minutes from the previous meeting were agreed and Andrew Manning provided an update on a number of surgery issues:</p> <ul style="list-style-type: none"> • Carol Matthews – It was announced that after more than 37 years loyal service Carol was retiring at the end of December 2018. Andrew Manning thanked her on behalf of everyone for the great |

support she had provided to the local community.

- Dudley Trading Standards ‘Who’s after your money?’ – All attendees agreed that the presentation at the last PPG added a significant amount of value and all supported the request to invite back Chris King in 2019.

Additional information was handed out at the meeting on the support available including copies of the ‘Fix-A-Home’ booklet which is issued annually by Dudley Trading Standards. It was confirmed that the surgery has been supplied with a large quantity of booklets and stickers to hand out to patients to raise the awareness.

To reinforce the importance of this subject area Andrew Manning shared with the meeting details of another local resident who had become the victim of doorstep crime.

- Did Not Attend Policy – Andrew Manning confirmed that non attended appointment levels continued to drop with a comparison between Sept 2017 (63) and Sept 2018 (44) showing a further reduction on a like for like comparison.

This continues to improve based on the reconfiguration of the appointment system with more same day appointments available and also the strict adherence to the DNA policy.

- Practice Appointments– An update was provided on the trial to increase the number of same day appointments being made available. This was due to run until the end of September 2018 but had been made permanent because of the positive feedback and results seen to date.

PPG members reported that they had seen an improvement in appointment access and supported the agreed changes.

The appointment configuration will continue to be reviewed on a regular basis to make sure it is the best possible fit for delivering the best patient service.

Andrew Manning acknowledged the challenges sometimes faced by working age patients and the difficulty in getting a convenient appointment. It was confirmed that on the occasions that the surgery could not accommodate then arrangements can be made for them to be seen on a weekday late evening, Saturday or Sunday at another surgery in the Halesowen area.

- Crestfield/Tenlands Road – The meeting were updated on the situation regarding the 2 surgeries that closed in September 2018. The overall impact was that approximately 60 new patients registered at Meadowbrook as a result. Andrew Manning assured

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| | <p>the meeting that this would not have a detrimental effect on existing patients as the overall number of patients registered at the surgery had reduced by 17 in the previous 12 months and so the impact was minimal.</p> <ul style="list-style-type: none"> • Waiting Room – It was confirmed that the refurbishment was now almost complete with the delivery of new seating due to be completed in November. <p>Significant positive feedback has been received on the changes and Andrew Manning thanked patients for their understanding for any inconvenience caused whilst the work was taking place.</p> <p>It was confirmed that in future the surgery will adopt a less is more approach relating to posters in the waiting room. This will help maintain a professional standard.</p> <ul style="list-style-type: none"> • TV Screen – Andrew Manning confirmed that the volume of the bell on the TV screen had been increased for patients to hear when they were called through for their appointment. • NHS Contract Visit – This took place on 26th June 2018 and there were no significant concerns identified. • Staff Identity – A suggestion was made by Anthony Brettle that it would help patients know which staff members they were talking too, when in the surgery, if individuals could be issued with a name badge. <p>Andrew Manning confirmed he would review this and provide some feedback at the next meeting.</p> |
| 4 | <p>Confirmation was provided that minutes of the meeting would be issued in due course.</p> <p>Andrew Manning thanked everyone for taking the time to attend and for their valued contribution.</p> <p>The next planned meeting will be in January 2019 and invitations would be issued nearer the time.</p> <p>Meeting Closed – 2.00pm</p> |
| | <p><u>Future Guest Speaker Requests</u></p> <ul style="list-style-type: none"> • Mobility Scheme • Edwards Trust Service • Halas Homes |