



**Meadowbrook Road Surgery
Patient Participation Group Meeting
Thursday 24th January 2019
12.00pm – 2.00pm**

Venue – Coffee Cups, Thornhill Road, Halesowen

MINUTES

No	
1	<p>Attendees Dr F Matin – GP Meadowbrook Surgery Andrew Manning – Practice Manager Meadowbrook Surgery Debbie Armstrong – Medical Secretary Meadowbrook Surgery Dalvi Humzah – Consultant West Midlands Hospital Lisha Temple – GP Liaison Officer West Midlands Hospital Margaret Allsop - Patient 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 Carol Matthews – Patient Jayne Stevens - Patient Elaine Stevenson – Patient Mark Stevenson – Patient Richard Stevenson – Patient Shirley Turner - Patient</p>

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>‘Moles, Lesions and Skin Cancer’</p> <p>Andrew Manning welcomed Mr Dalvi Humzah (West Midlands Hospital) to the meeting. He is a Consultant Plastic Surgeon and started by providing an overview on his professional life to date which has included the setting up of two specialist centres. In addition the attendees were provided with some trivia which related to Mr Humzah having a claim to fame in that he appeared in the very first episode of ‘Only Fools and Horses’ as one of two small boys.</p> <p>An engaging overview was provided on the wide subject of skin cancers and how the future likelihood of many people suffering from the condition is pre-determined by their exposure to sun at a young age. In particular the subjects of Basal Cell Carcinoma, Squamous Cell Carcinoma and Malignant Melanoma were talked about in some detail along with a screen show of the different types of lesions.</p> <p>The importance of sun screens to protect the skin was highlighted. There is no difference between cheaper or expensive products but it is important to remember to select preferably a higher level of sun factor cover.</p> <p>Everyone was encouraged to visit their GP, at the earliest opportunity, if they have the slightest concern about a mole, lesion etc. This will enable, where appropriate, an early referral to be made through to the relevant department for a further review and action if necessary.</p> <p>Mr Humzah advised the meeting that the latest technology being introduced in hospitals is very advanced and excellent at making an early diagnosis.</p> <p>It was confirmed that ‘Age Spots’ and ‘Liver Spots’ rarely turn malignant.</p> <p>At the end of the presentation the attendees asked a number of questions on the subject area.</p> <p>Andrew Manning congratulated Mr Humzah on his recent award. He was recognised as being one of the top plastic and dermatological surgeons in the country by receiving the PHI Clinic Award for Professional Initiative of the Year.</p>

4

The GP and the Military Veteran

Dr Martin is the Lead GP for Military Veterans at the surgery and he provided an overview on the subject area.

- Who is a veteran? – Anyone who has served for at least 1 day in the Armed Forces (Regular or Reserve).
- How many veterans are there in the UK? – Approximately 2.6 million which equates to 5.5% of the UK population.
- Why are veterans treated as a special group? – (1) Service in the Armed Forces is different from other occupations. (2) They relinquish some of their own civil liberties and put themselves in harm's way to protect others. (3) The risk of death is about 150 times greater than for the general working population. (4) Risk of serious injury is substantially increased.
- More than half of veterans (52%) have a long term illness, disability or infirmity which is higher than the general population (35%).

Meadowbrook Surgery became an accredited practice in 2017 in conjunction with the Royal College of General Practitioners. As a result Dr Martin has attended a training day and details of wider referral pathways have been made available to the surgery which will enable all clinical staff at the surgery to provide better support. Many individuals need extra support for mental disorders/post-traumatic stress disorder and the surgery now has information on a wider range of charities that it can refer onto.

In addition the following has taken place:

- Details of the accreditation are advertised in the waiting room.
- The practice is using a new code on the clinical system to help identify known veterans. This will highlight their veteran status on their medical record.
- New patient registration forms have been updated and there are additional questions to help identify veterans.
- Clinical staff have access to additional guidelines "Top tips for the military veteran - how to get the most from your GP"

Meeting attendees agreed that this was a positive accreditation for the surgery to have. It was recommended that the profile of the accreditation be raised with possible use being made of the TV screen.

A suggestion was made for the clinical staff to capture further information at appointments about an individual's veteran status but it was outlined that this would not be possible due to the time constraints of the 10 minute appointment slot.

It was further suggested that the practice could introduce a handout form to

	<p>give to patients attending the surgery. This could ask them for validation information such as phone numbers, email address and veteran status.</p> <p>Action – Andrew Manning agreed to raise the profile of the surgery veteran accreditation status by adding a video to the TV system. In addition a patient update form would be introduced to check information held by the surgery including a person’s veteran status.</p>
5	<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"> • Mobility and Motability – Andrew Manning confirmed that following the presentation at the previous meeting he had provided further guidance and training to the staff on the wide range of living aids available to patients. In addition brochures and leaflets have been made available for patients in the waiting room. • Did Not Attend Policy – Andrew Manning confirmed that non attended appointment levels continued to drop with a comparison between Oct-Dec 2017 (weekly average 14.1) and Oct-Dec 2018 (weekly average 8.8) showing a further reduction on a like for like comparison. Everyone agreed that this was very positive news. A comparison from 5 years ago shows that weekly DNA average rates have reduced from 25 to 9. • Practice Appointments– Feedback was requested on the current appointment availability at the surgery. It was agreed by all that the change introduced in early 2018 where more same day appointments were being released had been very successful. Several examples were provided by PPG members of how they had found it easy to get an appointment on the day. <p>As a result of the change in appointment configuration it was pointed out that there was a slightly longer wait for patients wanting to book a routine appointment. This may be extended further if a patient wished to see a particular GP. It was agreed that this was something that would be acceptable by the majority of patients.</p> <p>Andrew Manning confirmed that the current scheme will be maintained. In addition he pointed out that many surgeries were now going to 15 minute appointment slots but it was Meadowbrook’s plan to maintain the current 10 minute slot. If a change was made it would reduce the amount of available appointments for patients and this was something that they did not wish to do.</p> <ul style="list-style-type: none"> • Patient On-line Access – It was reported that 48% of patients had now signed up to use the service. This allows them the opportunity to book appointments, request repeat medications and view additional medical information. The surgery will continue to offer the service to all

interested patients.

Access to the service can be via computer, mobile phones and tablets.

- Waiting Room – Following the recent refurbishment PPG members commented that they liked the new appearance. The room looked brighter and cleaner. Feedback on the new poster boards was positive and the minimalist approach was better.

Attendees were advised that the final work was to put up a new leaflet rack. This would help keep the waiting room tidy and provide additional information on a wide range of services to patients. It was planned to have this work completed in February 2019.

Katherine Scully mentioned that she had recently visited another surgery and seen that they had a dedicated Macmillan display.

Andrew Manning confirmed that he would look into this and arrange for feedback at the next meeting.

- Staff Identity – A suggestion was made at a previous meeting 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. The meeting was advised that no progress had been made to date with this suggestion and that it was still on the to do list.

Andrew Manning confirmed further feedback would be given at the next meeting.

- Let's Get Healthy - The Adult Wellness Service is an integrated programme designed to provide holistic lifestyle support to the residents of Dudley through a single point of access, using a targeted approach. This includes: Stop Smoking, Tier 2 Weight Management, Wellness Coaches, Healthy Eating and Physical Activity

Patients can self-refer to any of these services as follows:

Phone referrals: 01384 732402 or 0800 061 4962

Email referrals: letsget.healthydudley@nhs.net

Website: <http://www.lets-get.com>

- Thrive To Work – Details were provided of a new scheme that the surgery was participating in. This was an experimental trial testing a new employment support service for people with a health condition. In particular it is aimed at individuals with a mental health and/or physical condition who are out of work and want to work.
- NHS Healthchecks – It was confirmed that this offering was still available to patients between the age of 40-74 who do not have a long term condition and as such do not have regular contact with a GP. Patients are eligible for a free healthcheck every 5 years.

	<p>The check is designed to identify early signs of stroke, kidney disease, heart disease, type 2 diabetes and dementia.</p> <p>Andrew Manning confirmed that pharmacies also offer the service but the benefit of having the review at the surgery allows us to check a full range of conditions via a full blood test. This is not available at a pharmacy.</p> <ul style="list-style-type: none"> • NHS Screening Service- The meeting were advised that the take up rates for Bowel Screening, Breast Screening and Cervical Screening were higher than the national average. However, everyone was reminded about the importance of being screened. <p>Andrew Manning confirmed that the practice would continue to support the promotion of these services via advertising in the waiting room and discussions with patients during consultations.</p> <ul style="list-style-type: none"> • Sepsis – Dr Matin talked to the attendees about Sepsis which is a rare but very serious complication of an infection. The infection can start anywhere in the body. It could be in the chest, stomach, kidneys or on the skin. <p>The symptoms of Sepsis are:</p> <ul style="list-style-type: none"> ➤ Shivering, fever or very cold ➤ Extreme pain or general discomfort ➤ Pale or discoloured skin ➤ Sleepy, difficult to rouse, confused ➤ “I feel like I might die” ➤ Short of breath <p>Everyone was advised to watch for a combination of these symptoms and were advised to seek medical help immediately if they had any concerns.</p>
	<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 May 2019 and invitations would be issued nearer the time.</p> <p>At the end of the meeting Andrew Manning advised the group that it would be his last meeting as he was retiring. He was thanked by the members for what he had achieved during his time at the surgery and that they were very sad to see him go.</p>

	Meeting Closed – 2.00pm
	<u>Future Guest Speaker Requests</u> <ul style="list-style-type: none">• Mobility Scheme• Edwards Trust Service• Halas Homes• Dudley Stroke Association• The White House – Cancer Support