

Tettenhall Medical Practice (TMP)
Patient Participation Group (PPG) Meeting
2.00 pm, Wednesday 2nd March 2022
Wood Road Surgery

Minutes

Present

Jayne Postance
Sue Sephton
Caren Irvine
Dennis Green
Kay Hack
John Hilton
Ann Hilton

John Bunting
Ann
Roy Edge
Josie Edge
A Jewkes (in part)

Apologies

Eileen Hamann
Roy Hamann
Paul Hammond
Anja Ellersick

Minutes of the last meeting

Agreed.

Matters arising

Anja Ellersick offered to become an **obesity ambassador** for the practice. SS feels that this could cause issues around confidential patient information ownership and use. NHS England are doing similar work starting and NHS health checks with recommence (both in April 2022).

The **NHS health checks** are a two-appointment scheme 1) to take bloods and 2) to measure BMI and understand patient's lifestyle.

SS suggested that AE's obesity work could be done through the church, gaining individual participant's agreement and information that way.

Wood Road opening hours - four mornings per week (Tuesday - Friday).

Patient appointments

Patient's calling the surgery to book appointments for a telephone consultation are advised that it is either a morning or afternoon call (no specific time given). Patients using Patient Access to book telephone consultations (10-minute slots) are allocated a 10 minutes appointment at a specific time. The surgery and GPs were unaware that the system did this and as such calls were made on the appointment date but not the specific time (or as near too). This has caused problems for patients who did not understand the timeframe for call

and then being able to take the consultation call (often having waited over a week for the consultation).

The surgery can identify how consultations have been booked (via an icon on the system) and will endeavour to meet the allocated time for those booked online (as unable to explain morning or afternoon call).

Face to face appointments with GPs can be booked up to 4 weeks in advance.

Digital video call may be an option in the future. Some demographic of patients are finding telephone consultations more convenient.

RE asked about patients' appointment for ongoing conditions (eg, 6 monthly asthma). SS explained that the practice is now making appointments to coincide with patient's month of birth, as a way of patients prompting themselves to make appointments for their reviews.

When making appointments patients are still reluctant to give details to staff members other than a clinical professional.

KH commented that GP practices are unlikely to return to how they were prior to the pandemic and that it is now a process of change management and communication with patients about service delivery in the future.

Currently 30% of telephone consultations result in a face to face appointment.

Healthcare professionals in the practice (not GPs) are receiving requests for appointments.

The turnaround time for prescriptions is 72 hours. **Repeat prescriptions** can be requested from your chosen pharmacy.

There was some discussion around the **pharmacy services provided by Lloyds Pharmacy** operating from the Lower Street practice. General consensus was that the service was very poor. There is a misconception that the pharmacy is part of Tettenhall Medical Practice. It is not, it merely operates from the same location. Patients need to be reminded / made aware that a wide selection of pharmacies in the area/city are able to receive electronic prescription for patients to collect at their convenience. Lloyds Pharmacy charge £5.00 for prescription delivery, whilst others are free. JH suggested that the PPG write to Lloyds Pharmacy expressing patients discontent with service provision.

The black country & west Birmingham CCG (BCWB) are encouraging GP's to sign up to the ISG – which is a digital tool for sharing and assurance required for data sharing agreements via an online portal offering extensive benefits to NHS & other public sector organisations.

GP and staffing changes

Dr Smissaert and Dr Ashton are retiring in March and May respectively.

Current GP's and number of working sessions are:

Dr Shafi (9), Dr Sandu (9), Dr Sachdeva (8), Dr Clair (6), Dr Qureshi (4), Dr Goyle (4)

The practice is trying to recruit an additional GP.

The **GP trainees** assigned to Tettenhall Medical Practice for a year as part of its training practice status, Dr Ibekwe and Dr Adisa, have both being off sick recently.

There is a new HCA health care assistant Angela, Vicky will be retiring at the end of March, and nurses Kerry, Lindsey and Judith. One Advanced Nurse Practitioner (Val).

The prescribing team work with care home patients.

JP asked for a **structure chart** of roles and their specialisms for ease of patient understanding.

Any other business

Patients have started to arrive at the surgery with **urine samples**, without an appointment. This is a hygiene problem for staff members and inappropriate as urine samples need to be used in correct containers and within a certain time to be useful. Patients are asked to NOT bring urine samples to the surgery unless requested by a member of the practice staff.

NHS England is focussing on **cancer prevention** with a 'big push' on awareness.

Covid vaccines and boosters.

Children aged 5-12 who are clinically vulnerable are receiving vaccinations. Patients aged 75+ and those that are vulnerable (high risk) will likely be offered a 4th booster vaccination from the spring.

Ear syringing will not be done at the practice in the future as an improved method of microscution is available within the PCN at a different location.

Date and Time of next meeting

Wednesday, 11 May at 2.00 pm. Wood Road surgery.

Agenda items to me by Friday 29th April please. jayne.postance@gmail.com