

PPG Meeting

Date

Fri 13 Jun 12:00 - 13:00

Confirmed attendees

Vicky Bromage, Louise Hollinshead

Other Attendees

D,G, M.N, G.P, D.B, M.B, Z.S, E.P, F.O, S.R, P.J, E.C,M.R, R.M, W.W, J.R.

Details/Agenda

V.B To Chair

Welcome and any apologies

Review last meeting minutes / actions

Practice Update:

- 1) Sky light replacement
- 2) Upcoming additional COPD pharmacy reviews - Interface
- 3) Supporting Aston University with pharmacy students
- 4) MSD changes re; medication being ordered by the pharmacy
- 5) NHS app usage
- 6) Digital cervical screening invites

Points of consider; Facebook page for the surgery? Good and bad points

PPG CQC Questions

Access and demand for services: 'You asked we did' offering more appointments after school / after 5pm

Did you know we have available appointments at West Heath Surgery on Saturday and Sunday ?

Minutes

V.B welcome everybody, it's so lovely to see so many of you here. I'm Vicky the practice manager. We have been holding these meetings now for the past couple of years.

M.B - Are you her every day? do you work five days a week?

VB. Yes, I am full time,

M.B I have spoken to you before.

V.B For those of you who don't know, this here is Viv, she has been with us a long time, and attends the PPG meetings, and this is Louise, reception team leader.

V.B Just so you all know, this isn't for complaints, if you do want to address individual cases, we do have a complaints procedure, we can pick this up after, but I will not be discussing complaints here today as this is not what these meetings are about. So if that's what some of you are here for and want to leave, then now is the time. I was asked if a Dr will be in the meeting, sadly not, our clinicians are in clinic, and we can't pull them away from patients. They are extremely busy. So it will be me I'm afraid. Any questions?

V.A Do you know we were ranked number 13 out of Birmingham surgeries.

V.B This is very informal, I may not have all the answers, I don't have a magic wand, do we get everything right all the time, no.

M.N Well my issue is the phone lines, you spend your time on the phone and can never get an appointment its so bad.

J.R Does that sound like a complaint?

V.B Explained the appointment procedure from 8.00am. I have sat on reception three times this week and still have had appointments at 9.10. So I have to disagree that you can't get an appointment.

S.R Well I have tried everyday from 7.30 and I can't get an appointment had chest pains for two weeks.

J.R I think if you had chest pains and could not get an appointment you would not leave it that long and seek help. I think that an exaggeration.

J.R I personally feel that things have improved.

V.B To give you an idea of the calls we have, we have a live dashboard that shows how many calls we have waiting, how long each call lasts, of a morning between 8-9 we have an average of 300 calls, The GPs have full list, as well as tasks, lab reports hospital letters. We have around 200 letters come through daily.

L.H Yes the electronic letters, that's not including post and what patients bring to the desk.

V.B We have lots of ARS roles, these are additional services such as MSK, Mental health nurse, our nurse is training to be an ANP. Were very lucky to have these. We also use pharmacy referrals for coughs, colds, temp, and much more.

D.B Are the pharmacy referrals crossed referenced as I was sent and was told I should never of been sent to the pharmacy, and ended up in A&E.

V.B See Louise after and she will have a look into that for you.

V.B If we do refer to the pharmacy and they send it us back then the admin team will action, whether if that is to book you here with a GP, or if medication is required and asking the Dr to prescribe.

M.B Do you have a dietician on site?

V.B No not at the minute, we have concentrated on mental health. We did have access to a dietician before.

M.B Was that service offered/advertised? were they here?

V.B Yes we did offer patients a referral, was not here was at the main HUB West Heath. Does everyone know we our hub have you had appointments there?

? No not been offered, didn't know about West Heath,

V.B This is why we have these meetings and conversations.

? How are we made aware of this service.

V.B The receptionist will offer you if we are booked here.

V.B How do we get all this information across to everyone, what's the best way?

? Text.

L.H Text can cause confusion and increase demand on the phone line.

V.B We wanted to get your thoughts on a facebook page? We have a website do many of you use it, have you logged on to see what is on there?

Most members against facebook page, feel its to much information, concerns over hacking there profile, getting Details. V.B

explained it would just be updates and information.

? Not everyone has access to facebook, or online.

J.R Can you see how many people have looked at the and what they are searching for?

V.B Yes I can look at a report which will show me how many views we had on the website the main thing people search for, I can show that at the next meeting.

V.B Our phone line remains the main communication method, we understand that many people are not tech savvy.

V.B Do many of you use the NHS APP? Show of hands.

? M.N helped me download the app today. I didn't know how to.

V.B You can order medication on the app, Book appointments they are available daily.

? When can you see the appointments?

V.B Every day from 8.00 we are open 5 days a week 8-6 and the phone lines.

M.N Oh not 8.30?

V.B No 8.00 o'clock our lines open.

V.B Out south locality shows we are 3rd or 4th lowest for app users.

J.R Do you know the main age bracket for those who have the app?

V.B Yes I think it's mainly people in their 50s, I can provide that in the next meeting.

V.B We are in a high deprived area, lots of people don't have access to online, or a smart phone, some people just don't want to use online. We can't discriminate, Some people prefer online, don't want to talk to anyone, other people prefer face to face.

? Some people have no one to help them.

V.B We will never restrict access.

J.R I would be happy if you get some volunteers together I would happily help people get on the APP.

L.H We did hold an event here before that would be a good idea.

V.B Yes thank you that would be great.

F.O How do I get my children on my app?

V.B Yes you need proxy access, see Louise after and fill out a form and she will do that for you.

M.N I have patient access and get messages from both with one should I use?

V.B The NHS App.

V.B In the near future the NHS will be using sms more, for smear invites, there has been a bigger uptake and works well.

J.R Those who don't have much I.T knowledge they can drop into the Hawkesley centre and they will show you.

V.B Events are great, we had a guest speaker at the last PPG from The Sweet Project.

M.N Oh they are brilliant, Dr Uren referred me, I didn't know they were there. They help with everything, they have social workers, they hold lunches, coffee mornings, they are amazing.

A lot of the group did not know much about the sweet project we discussed various things they do, informed we have leaflets and it's in our news letter and on our website.

? Why isn't it advertised? posters in the local shops would be useful, in the chip shop and pharmacy.

V.B It's not through the NHS we can feed that back to them.

PRACTICE UPDATE.

V.B Sky light we had a big box in the centre, that's now gone said would be 2 weeks ended up more like 10, will be taking the cover off around 23rd June should be finished.

V.B COPD there will be an additional service, someone will be coming in eligible patients will receive a text with a booking link to book direct.

V.B Last month we had 3rd year pharmacy students, we need pharmacist in GP surgery, they shadowed the clinicians, changed there minds about coming into GP Practice not just in the pharmacy. They left here happy.

V.B Msd texts have gone out advising patient's that pharmacies can not order for patients they need to order there own, unless blister pack/vulnerable.

V.B NHS app usage M.R If you order meds on a Sunday on the App, how long does it take? V.B About 48 hours. M.B I I ordered 2 and only got 1 how?

V.B If you want to see Louise after she will have a look for you.

V.B Cervical smears will be changing from 3 years to 5, again invites will be going out on text as had a good uptake this way.

V.B Access and demand you asked we did, we had been asked for later appointment times which we have added later appointments to our clinics.

V.B Right will have to leave CQC questions.

V.B Thank you all for coming, were working hard to make things better, trying to include as many as we can in these meetings, we like you to engage.

Actions

V.B - Provide the average age of NHS APP user.

V.B Look into Sat/Sun booking available at West Heath?

V.B Produce a report on what are the main searches on our website.

L.H Send meeting minutes to all who attended PPG meeting with the next date.

L.H Speak to The Sweet Project about posters and advertising in the local area.