

S/Kay 13/01/25

Meeting Agenda – PPG Meeting 2nd December 2024

Chair – Sue Kay

Minutes – Amy Jackson

Attendees- Leanne Hoyer, Dr M L Forshaw, Angela Cornwall, Tom Forrester, Amanda and Bill

Apologies- Richard Austin

Agenda items:

Raised by	Agenda Item	Action Owner
Sue	Chair Report	
Sue	We have received three new applications for the PPG for which interviews will hopefully take place next week.	
Angela	Practice News – Podiatry room has been finished however the additional room has been given to community paediatrics as they are moving out of Sutton Cottage Hospital. James Preston Health Centre is owned by property services meaning they get to choose who uses the available rooms. The midwives are looking to move their base to Hawthorns Surgery which would free up a clinical room but there is no time scale for this. Angela queried whether we could add 'pop up' clinics in James Preston, such as in reception, however we would have to gain permission from property services which has proven difficult.	
Sue	Camera's – Since a flood many years ago, there have been no cameras at Ashfurlong Medical Centre. Is this not a high priority to get it sorted for the safety of our staff and patients? Leanne advised that any insurance we previously had would have expired now. We will look at replacing the indoor cameras.	LH
Sue	Open day – The planned topic will be for under 16's. The aim is to have advocates visit for childhood immunisations, child carers, diabetes, healthy living and crime awareness and safety etc. Attendees could include paediatric nurses, diabetes and nutritionist nurse, gym representative from Wyndley, cubs/brownies and community nurses from paediatrics to discuss ASD/ADHD. Leanne proposed to move the date to 05.04.2025 due to the practices end of QOF year. Tom queried whether the open day could take place at James Preston Health Centre as it has more space. Leanne advised this is now possible.	
	Practice Lunch - Tom queried why the phone lines are closed between 12:30-13:30 for lunch when reception is still open. Leanne explained the phone lines are closed to allow rotation for lunches. However, soon the phone lines will not be turned off for lunch and will remain open for the whole day, apart from training days. The date for this is to be confirmed.	

Sue	Staffing – will the budget changes affect staff, mainly GP's? Leanne advised that we are currently not recruiting however the practices NI bill has gone up to \$40,000 a year which would have funded a GP. There are no plans to make any staff redundant. Petitions are already in place to try and overturn this decision due to the impact it has on general practice.	
Sue	Prescriptions – Patients have noticed the turnaround for prescriptions is a lot quicker. The deadline is currently three days however most patients have found that their prescriptions are completed within 36 hours.	
	Communication books – feedback was received that our appointment waiting times are too long. We have also received requests that the music in the waiting room is either turned off or turned down. Leanne will ask reception to ensure this is turned down.	LH
	Boots pharmacy – Angela explained that boots pharmacy now attach labels with the patient's full name, date of birth, address and phone numbers. Leanne advised that we have no control over what boots put on their labels as they are a separate company. Most pharmacies will include the patients name, address and date of birth on the labels to confirm the patient's identity.	
	Dates for 2025 PPG Meetings – 13 th January 24 th February 24 th March 5 th May 30 th June 8 th September 20 th October 1 st December	

Date of next meeting – 13th January 2025

PPG CHAIR REPORT

MONDAY 2nd DECEMBER 2024

Good afternoon everyone, another year is fast ending, so a chance to briefly look back on the PPG achievements.

Over many years, before our present Practice Managers' time here, we have been campaigning on a new phone system for our patients. It is my utmost pleasure to announce, that this has happened, all credit to our Practice Manager, that has seen the requirement. Overall, patients have been happy and we have received on the whole positive feedback. It is worth mentioning that no phone system can keep up with the demand/pressure of the number of patients needing to phone in.

Another positive, is that the group has seen through another year with limited numbers. Although physically active has been difficult, we have still had regular meetings, voicing the needs of our patients. I personally would like to thank members and the Practice team for their support.

On to more immediate topics now.

I shall be interviewing next week 2 applicants, possibly 3, for our PPG, fingers are crossed that they will be successful and be able to attend our next meeting in the new year. On the subject of new members, it is my pleasure to welcome Amanda and Bill to the group and hope they will return to become active working members.

I have been looking at the 'HealthSay' site and it was a pleasing read. From figures based on a collaboration with the CQC and patient satisfaction surveys, the Manor Practice has come out top in Sutton Coldfield. With a 72% rating, (the national average is 74%) compared with example of Ashfield at 55%. On the whole, this shows a positive step forward from the past, although there are always ways to improve.

It is apparent, that one of the most common complaints from patients within the NHS in all spectrums is communication. It is no surprise that more training is required nationally. It is sad to report that patients are not in a position to make informed choices of their health because of lack of understanding of needs or what to do next. This has become even more important to address the recent vote in Government of assisted dying. I, personally, am saddened in this day and age, that communication is still an issue. Even though I, have barriers in everyday life frequently. I truly advocate that within the health industry, more should be done. GP's and other NHS departments can ensure they are actively listening. By this I am referring to non verbal

language, as well as spoken. A simple question of "Do you understand?" "What do you understand?" can help a patient with their care. It is important with our patient demographic of an aging generation, is the assumption that people are computer literate, have the latest smart phone, or IT knowledgeable. Adjustments need to be made to cater for ALL our patients, all deserve the same level of care and attention. Receptionists in any field, need to be aware of those patients with additional communication needs and how to address such cases, therefore improving the service provided.

GP's, in the very nature of their work can diagnose and treat people. If referrals are made, it is important to make note/mention any additional needs of the patient so the correct support is given, enabling a smooth transition to departments to raise more awareness, resulting in an all together better health care.