

Partners
 Dr M L Forshaw
 Dr F Hewett
 Dr A Dasgupta
 Dr S Garbutt
 Dr W Ahmed
 Dr F Armstrong

Salaried GPs
 Dr C Parnell
 Dr J Westwood
 Dr K Shivaraj

The Manor Practice



Meeting Agenda – PPG Meeting 24th February 2025

Straw 24/03/2025

Chair – Sue Kay
Minutes – Amy Jackson

Attendees - Angela Cornwall, Amanda Hume, Bill Grove, Richard Austin, Perdeep Muthi and Leanne Hoye

Apologies - Dr Forshaw, Tom Forrester

Agenda items:

Raised by	Agenda Item	Action Owner
	This is Amanda and Bill's first official PPG meeting they can take part in. Introductions were made.	
Sue	Minutes signed	
Sue	Chair Report	
Sue	<p>PPG News – Due to personal reasons, Tom has decided he needs a break from attending the PPG for the immediate future.</p> <p>Amanda applied for the PPG back in March 2024 however this is her first official meeting and so it was queried why it took this long. Sue and Leanne explained there was a miscommunication as Sue thought Leanne was contacting them to invite them to the meetings, when Leanne thought it was Sue who was inviting them. Hopefully this will be prevented from happening again.</p> <p>Amanda also queried what the members do as a PPG. Sue explained that the PPG are there to communicate any public feedback to the practice – whether the feedback is received via the communication books, email, phone or verbal. The PPG also arrange open days to promote the different health services available for different ages or lifelong conditions. Such as there was an open day dedicated to dementia, then prostate cancer and ovarian cancer. The next open day arranged for 5th April is to promote and encourage the use of services available for under 16's. The open days are also an opportunity to advertise the PPG and attract new members.</p> <p>Sue also explained there was a virtual group before the Covid lockdown and she plans to bring this back.</p> <p>Perdeep advised the PPG notice boards used to have a folder with blank application forms, could this encourage new members? Sue and Leanne will look into creating a new application template and the practice will ensure application forms are always available.</p> <p>Leanne has received feedback that the PPG notice board and the website page need updating with the PPG email, number and maybe a list of the current members and a short bio about their experience.</p> <p>Leanne has found out that the PPG email has been disabled by Microsoft due to being in breach of community guidelines – probably because no one has logged onto the email for a while. Leanne has already appealed this decision and will keep the PPG updated.</p>	Leanne and Sue

	<p>If patient's do not want to use the email to give feedback, there is a phone line dedicated to the PPG (0121 321 5979). This is an answerphone service and will notify Leanne whenever a message is left. Leanne then passes this message onto the PPG either by email or in the PPG meetings.</p>	
Leanne	<p>Practice news - Since October/November 24, we have introduced a pharmacy first scheme. This allows reception to refer patients to their local pharmacy for seven conditions;</p> <ul style="list-style-type: none"> -UTI for women aged 16-64. - Suspected shingles in patients over 18. - Impetigo for children aged over 1. - Infected insect bites - Acute sore throat including tonsillitis. - Acute sinusitis for ages 12 years and over - Acute otitis media (ear infections) for ages 1-17. <p>Receptionists are able to see what capacity the pharmacies have available to treat patients. For example if they have no minor illness technician available, the receptionist should be able to see this. Bill raised concerns that many pharmacies are closing down and there seems to be less pharmacists available. Are they going to be able to keep up with the demand? Leanne explained that this is why we have very specific criteria.</p> <p>The Sutton Coldfield Group Practice and Ashfield Surgery have changed their appointment system to rapid access health. Rapid Health is an AI driven triage tool which allows the patient to either make an administrative request, book an appointment, or receive self-help information however, it is an online form patients are required to complete.</p> <p>Leanne confirmed The Manor Practice is not planning on changing to this service in the near future. Instead Leanne has developed an in-house system. When a patient calls with a problem, reception will now have a series of questions to go through and the result will advise what pathway or appointment is best for the patient such as whether it should be pharmacy, A&E, urgent appointment, routine appointment or nurse appointment etc. If the result is A&E but the patient does not wish to attend A&E, then there is still the option to book an appointment at the practice instead. The aim of this system is to enable reception to correctly triage and ensure the right patient is booked with the correct clinician all while keeping the amount of time spent on the phone down.</p> <p>Perdeep queried if patients will still be told to call back the next day? Leanne explained that currently yes. We had a new phone system installed in February 2024 that allowed the practice to see how many phone calls we receive daily. With this triage system, it should now enable us to see what appointments are most in demand and why, allowing the appointments to be amended to suit demand.</p> <p>Perdeep says pre-covid patients could book a routine GP appointment online however, Leanne explained patients were booking inappropriate appointments so this is not something the practice is looking at doing again.</p> <p>Bill feedback that a patient of the practice tried to book a routine GP appointment and was told to call back at 13:30. When they attended the practice at 13:30, they were then told the appointments were all fully booked. Leanne advised that due to safe working, GP's can only have 25 patient contacts a day (each). We offer as many appointments as</p>	

	<p>physically possible but we do not have the space to recruit any more GP's.</p> <p>It has been in the local news that Vesey practice is moving to the Sutton Cottage Hospital. This does not affect us in any way – good or bad. The Manor Practice originally received the offer to move our practice into the Sutton Cottage Hospital but we declined as they could not offer us more clinical rooms than we have available now thus it was not beneficial. After two years of trying to get another clinical room at James Preston, we are now getting one as the midwives are moving to The Hawthorns Surgery. This will allow one of our nurses who currently do the HRT reviews, BP reviews etc to see patient's face to face, rather than telephone calls.</p>	
Amanda	<p>Amanda queried who checks the PPG communication books as she is aware that a patient wrote feedback in the book at Ashfurlong in September 2024 but did not get a response. Sue advised the books get checked at every PPG meeting and if Sue happens to be at the surgery. Sue will sign every comment.</p> <p>Leanne also explained that the book at Ashfurlong was vandalised and had pages ripped out so it's possible the comment was never seen.</p> <p>Amanda asked if the PPG could have a box instead of a book as feedback should be anonymous and not read by other patients. Leanne advised there has been past worries about staff removing the comments from the box so this was not the preferred choice.</p> <p>Amanda raised concerns that it is not clear the PPG communication books are for non-urgent feedback from patients only. Sue will amend the front covers.</p> <p>The PPG have communication books at both sites as well as post boxes outside at the front of each site.</p> <p>Amanda also queried whose currently offering the steroid injections as Dr Speak, who used to run the clinics, has retired. Leanne confirmed Dr Hewett now does the steroid joint injections and we have another GP and in-house physiotherapist currently in training.</p>	Sue
Sue	<p>CCTV – Sue is not happy that the book at Ashfurlong keeps getting vandalised. When will the practice get up to date CCTV? Leanne advised that CCTV is a very expensive investment for a small benefit. There is currently not enough need for CCTV.</p> <p>Sue mentioned the past issues the practice has had with patients following staff through to the reception room demanding appointments, the physical abuse GP's have received and anti abortion leaflets being left on staff keyboards. Leanne explained that since the instalment of the security door, we don't have many of these issues anymore.</p> <p>Sue feels there should be something the CCTV company can offer – Leanne will ask Anna, our finance manager, to look into it.</p> <p>Leanne has offered to move the PPG board back into the main reception area from the waiting room so that it can be in direct view of the receptionists.</p>	<p>Anna</p> <p>Leanne</p>
Leanne	<p>The screens in reception are due to come down for cleaning. Whilst the screens are down, the practice will assess whether there is a need for them to go back up e.g. if this helps improve the interactions with the patients or if it puts our staff's safety at risk.</p>	

Leanne	<p>Rolling screens - Leanne has to create the rolling screens from scratch. The PPG are to email Leanne what they would like adding and if they have any ideas on what further slides could be added.</p> <p>Amanda has suggested on having a slide that shows how appointments are allocated and what patients should do if they cannot get a GP appointment.</p>	Sue Leanne
Sue	<p>Open day – Sue would like an information leaflet on children vaccinations. Leanne will ask one of our nurses to provide this.</p> <p>Sue will send an email round to the PPG members with a plan and a to-do-list on what needs doing for the open day.</p>	Leanne Sue
Sue	<p>Refreshments 1 – Sue asked what refreshments could be provided for the open day. Leanne confirmed we can have juice/squash but hot drinks are a health and safety hazard. The practice also does not qualify with the food and hygiene regulations. Leanne also suggested a cake sale.</p> <p>Refreshments 2 – Before Covid, the PPG would have refreshments provided such as sandwiches, crisps, drinks. Leanne advised we can keep a cupboard upstairs in the conference room stocked with tea and coffee and spare mugs.</p>	
Sue	<p>AOB</p> <p>The number of monthly DNA's were discussed and Perdeep asked if there is anything the practice can do to help decrease the amount of DNA's. Leanne explained that we can issue warning letters however, we do not have the admin capacity to do this. In January 2025, there were 278 DNA's out of 7112 appointments.</p> <p>Leanne made an offer to the PPG members that if they would like to know how the practice runs, she can arrange a day for this (members will have to sign a confidentiality clause).</p> <p>Amanda asked how often the PPG meets. Sue explained that usually the meetings will be every couple months and always takes place at 1pm on a monday. Currently the meetings are every month so that the open day can be organised.</p>	

Date of next meeting – Monday 24th March 2025