

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

**Salaried GPs**  
Dr C Parnell  
Dr J Westwood  
Dr K Shivaraj  
Dr D Williams

# The Manor Practice



## Meeting Agenda – PPG Meeting 19<sup>th</sup> May 2025

*Sue Kay*  
30/06/2025

**Chair-** Sue Kay

**Minutes-** Amy Jackson

**Attendees-** Angela Cornwall, Amanda Hume, Bill Grove, Perdeep Muthi, Richard Austin, Tom Forrester and Leanne Hoye, Dr M L Forshaw

**Apologies-** Tom Forrester

### Agenda items:

Raised by	Agenda Item	Action Owner
	AGM Chair Report.	
	Minutes from previous PPG minutes signed by Sue.	
	PPG Chair Report	
Sue	<p><b>PPG News</b> – Due to personal reasons, Tom will remain absent from the PPG but he does hope to attend in the near future.</p> <p>Sue will be stepping down from PPG chair next year after 5 years. The question was raised on if anyone would like to put themselves forward as chair or vice chair for the time being but there are no volunteers yet.</p>	
Leanne	<p><b>Practice news</b> – As Sue mentioned in the PPG chair report, £102,000,000 has been split between 1000 GP surgeries. Only 7/8 GP practices in Sutton Coldfield has received this funding. Leanne explained that we do not know how they qualify and what the decision making was when deciding who gets the funding but The Manor Practice was not chosen. There is no option to appeal the decision that we know of, but a freedom of information request can be made.</p> <p>Currently GP's have been given no guidance on the topic of assisted dying as it will not affect the NHS yet.</p> <p>Dr Armstrong retired at the end of March after a lengthy period of ill health. Her leaving message can be read on The Manor Practice website.</p> <p>Amanda – what is the process to replace Dr Armstrong's clinics?</p> <p>Dr Armstrong worked six sessions across two days a week. So we now have a six month contact with Dr Williams who works a Monday clinic and Dr Ahmed has taken on an extra day; now working four days rather than three.</p> <p>We have also used locum GP's to cover any absences who can complete referrals if felt clinically needed.</p> <p>Since the unexpected passing of Dr Wright who was a GP at The Hawthorns Surgery, there is a new focus for GP's to take care of their own health.</p> <p>Leanne confirmed it is now in writing that The Manor Practice will not be taking on the digital triage system. Our practice has its own in-house built triage tool that reception will be using. This ensures reception will remain the first point of contact for the practice.</p>	
Sue	<p><b>Matters arising from the previous meeting –</b></p> <p>Leanne to send out texts to advertise the PPG. The Manor Practice website has also been updated with the PPG's details.</p>	Leanne

	<p>Application forms have been updated and replenished at both sites.</p> <p>PPG member bios are outstanding except for Amanda's. Leanne will send the members an example of what should be included in the bios.</p> <p>Leanne to action the PPG communication book covers.</p> <p>There was an issue with the rolling screens so we have not been able to add any vaccine information to the rolling screens yet. Leanne will action when she can.</p> <p>We have received a quote to have the automatic doors repaired so this is in hand.</p>	<p>PPG Members &amp; Leanne</p> <p>Leanne</p> <p>Leanne</p>
Sue	<p>Open day – None of our nurses are able to attend the open day. Richard proposed the open day is moved to another date however Sue confirmed the posters promoting the day have already been made.</p> <p>Sue asked if it was possible for a nurse to attend from another practice but this won't be possible. Leanne has asked the nurses to provide leaflets about immunisations that could be handed out during the open day.</p> <p>Leanne will ask the GP's if they would like to attend.</p> <p>Both Angela and Bill have emailed local schools to advertise the open day. Richard has gathered the available leaflets from Wyndley Leisure Centre.</p> <p>Leanne has asked charities such as Our Place and Grow to attend the open day.</p> <p>Refreshments – Leanne to sort out paper cups.</p>	<p>Leanne</p> <p>Leanne</p>
Sue	<p>Communication books – Nothing new in the book kept at James Preston.</p> <p>The book kept at Ashfurlong had new comments about the music being played. Sue has responded back to the comments advising this is for patient confidentiality so that patients in the waiting room cannot hear what is being discussed in the clinical rooms.</p> <p>One patient has recommended we play ambient music however the practice pays for a radio license so this will not be possible. It was discussed that not all music will be to everyone's taste, but a radio station is more clean and family friendly.</p> <p>Positive feedback was left regarding our receptionists, specifically Karen – Thank you.</p>	
Sue	<p>CCTV – We have received an expensive quote which the practice cannot currently afford.</p> <p>Sue queried whether we can get anything from a previous supplier but Leanne and Dr Forshaw confirmed that no one knows who the previous supplier is. The original CCTV was installed many years ago so the original supplier may not be around anymore.</p>	
Sue	<p>Protective screens – The screens on reception were taken down to be cleaned. Whilst they were down, the receptionists felt quite vulnerable, especially due to the exposure of illness. The screens will be put back up, but we now have new screens that have a gap going along the bottom to make it easier to pass things to and from reception.</p>	
	<p>AOB – The next meeting is due 30<sup>th</sup> June. Leanne will book the room.</p> <p>Perdeep's friend, who is a patient with the practice, has feedback that the PPG notice board is outdated. They have offered revamp the board if the PPG members could send them what is needed.</p>	<p>Leanne</p> <p>PPG Members</p>

**Date of next meetings –**

30<sup>th</sup> June

8<sup>th</sup> September

20<sup>th</sup> October

1<sup>st</sup> December

## **PPG CHAIR REPORT**

**MONDAY 19<sup>th</sup> MAY 2025**

Thank you all for coming today and welcome to our meeting.

I would like to start my report on a complex subject in the spotlight at the moment. Assisted Dying.

Should it be Legalised? Or not? I am sure each of us have our own views, are those views right or wrong? Personally for me, there are 2 sides. As a carer, I have seen and been involved in circumstances where a Bill in place would have been the right decision, but another, the need was more support that could not be met, so it became the 'alternative'. It is very difficult, when is a patients view a right one in this situation? The subject seems to be in the headlines more often, so maybe a Bill is not too far away. I would be interested to see our own Practice feelings on this and if any guidance has been given to them.

Another topic has been the Governments cash injection of around £102,000,000 split between 1000 GP's surgeries. With 6,419 Practices in England, this will be just over 1 in 6 Surgeries to benefit. 12Years

ago there were just over 8,000 Surgeries, a reduction of 20%. With an ever increasing population, the struggle to provide is real. The cash injection to the surgeries luckily enough to receive, is hoped to reduce appointment times and more services available. We can only hope that this money can be used wisely, where it is needed most at the more desperate Practices.

The decline in GP's have meant that patients are faced with increasing pressures for appointments, services and treatments. 72% of patients in England complain about staff being insensitive and communication breakdowns. Purely on these statistics that I plan to implement the surveys to patients after our Open Day. There will be sub meetings in drawing up a more relevant survey questionnaire.

On a final note, we as a PPG, must remain focused on patients needs and questions regarding their experiences here at Manor Practice. After all, its why we have our group, to represent their views and concerns.

# AGM PPG CHAIR REPORT

MONDAY 19<sup>th</sup> MAY 2025

Hello everyone and welcome to our AGM. This is an opportunity to reflect a little on the last 12 months.

I do believe that we have moved forward such a lot, with new members in the group. The next 12 months looks so much more promising, more hands, more ideas, to hold events, more presence within the Practices, meeting patients and getting their views. Meetings can be more in depth with a lot more viewpoints for discussion.

A new phone system had been implemented after many years of complaints. This has been driven by our Practice Manager which we are grateful for. It has been well received by the majority of patients, praise to the various options available. There will, sadly, always be those patients who will struggle to get an appointment when they wish.

The patients newsletter has been put on hold, so hopefully this can resume imminently. It has been proven in the past of being an excellent method of promoting information, either paper copies or online.

Our new GP's have settled in well to the Manor Practice, they have proven to be well liked and respected by patients. They are indeed a wonderful asset to our Practice.

We have sadly had to say goodbye to a long-standing experienced GP in April 2024, as Dr. Nigel Speak took his retirement. The PPG conveyed thanks to him for all the years service he had pledged to this Practice and his wonderful manner with patients.

A new way of communication to the PPG was implemented for patients. These were external comment boxes, one at each site. A way for patients to express views out of hours or without the need to enter the buildings. These have not been utilised often, for the PPG, instead being used for repeat prescriptions and letters/notes to GP's. I have taken sadly, the decision to have these removed. This will be done ASAP.

A number of interviews have taken place over the year, this has been positive, showing that there are people who wish to join us. Sadly just 3 people were



successful. It is difficult to find the right skills needed to assist us, as well as the commitment we are looking for. The new members have settled in well, been enthusiastic and working well with existing members, thank you.

I feel we have progressed over the last year, achieving a solid foundation in the group, 6 strong members now, compared with just 2 members 18 months ago.

Looking forward to the next 12 months, it is my hope, that more people would like to come forward to be members, enabling the voice of patients to be consistently heard so the Manor Practice can be seen to support where ever possible.

Moving forward now to the year ahead. Our Children Awareness Day is just 3 weeks away, plans are going well. The group are being active in support and also the support from the Practice has been lovely, proving that working together we can achieve.

With the PPG members increasing, it will now be possible to put forward Patients Surveys, these will be at both sites, interacting with patients. We really do need to keep focused on supporting patients to the best of our abilities.

Another plan is to re-vamp our notice boards. I feel it looks too busy, maybe condensing the Fundamentals to allow clearer space for up to date news and changes.

On a personal note, I wish to thank the members and Practice for your continued support and attendance to meetings.

I am approaching 5 years as Chair and regrettably I have decided that this will be my last year. It was a challenge in the first couple of years, dealing with post Covid19, but then its been a pleasure and an honour. The decision has not been easy, but with work, health, and family problems I really can't give the time that the group deserves. The next few months will be challenging to find a new Chair to take the group forward. It is a time for fresh ideas, methods and the continuation of building on the foundations in place.

To summarise... Members, thank you for your input and supporting me over the years. I look forward to seeing the PPG becoming stronger and growing.

A big thank you to the Practice for your support. Leanne, for your time and unwavering support, Amy, for taking our minutes so well. Our GP's primarily, Dr. Forshaw, for attending our meetings. Not forgetting the surgery staff for all your help with my paperwork and humour.