

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 30th June 2025

Chair- Sue Kay

Minutes- Amy Jackson

[Handwritten signature]
08/09/25

Attendees- Amanda Hume, Perdeep Muthi, Richard Austin, and Leanne Hoye

Apologies- Angela Cornwall, Bill Grove, Tom Forrester and Dr M L Forshaw

Agenda items:

Raised by	Agenda Item	Action Owner
Sue	<p>Arising matters from last PPG – Sue to give Leanne a personal bio.</p> <p>Rolling screens are an ongoing issue</p> <p>Updating the notice boards are still in progress with the PPG. Templates have been created and PPG members are working with Leanne to finalise and update the PPG notice boards.</p> <p>All other actions complete.</p>	<p>Sue</p> <p>Leanne</p> <p>PPG Members</p>
	<p>Dr Dasgupta, Dr Garbutt and Dr Hewett attended the PPG meeting to give an exciting presentation about the plan to move The Manor Practice into the recently vacated Sutton Coldfield Police Station.</p> <p>Between the buildings currently used (James Preston Health Centre and Ashfurlong Medical Centre), there is not enough space for the practice to run efficiently. The practice has tried to get more space over the years but has been unsuccessful. The Sutton Cottage Hospital was offered to the practice however to move the practice into this building, would have resulted in even less space and less clinical rooms. The big podiatry room at the James Preston Health Centre was split into two clinical rooms however, the room was taken away from the practice and given to another service to use.</p> <p>Currently between both sites, there is no staff room leading to burnt out staff. We only have a small conference room which is not big enough to host practice meetings with all staff. The practice is not able to take on medical students and there is a reduced amount of trainees. The PCN have about 23 staff members; 8 work for the practice but it can be a struggle to find somewhere for them to work. We are unable to recruit new staff due to space. Our PCN paramedic was for home visits but there is no space available to train/mentor them. The PCN physiotherapist is only able to work 1 ½ days. The pharmacy team have no space to undertake medication reviews. The extended access clinics can only be held at Ashfurlong on evenings/weekends as the practice would need to get permission from property services for every out of hours clinic.</p> <p>The above mentioned GP partners have put in a successful bid along with Tri-Pharma (the owners of the Vesey Pharmacy) to purchase the police station and merge all sites into one.</p> <p>Planning for the conversion will be submitted by the end of July 2025.</p> <p>It is a 60's and 80's build and the current cell blocks are reinforced meaning it will cost a lot to convert them into rooms. There will be no use for them at present but there is potential to convert them in the future if needed. Most of the cells may be used just for storage. There is an application in place for commercial research rooms; this will provide funding to have some of the cells converted into clinical rooms.</p> <p>Tri-Pharma will be using the ground floor and Manor will use the upper ground floor. Both have street level entrances.</p>	

	<p>New lifts will also be looked into to ensure the whole practice is accessible. There will be 25 clinical rooms plus admin rooms.</p> <p>The Manor Practice and PCN are to consult to create a community asset. There is a current delay in planning approval so a preplan has not yet been done, instead they will be submitting the full plan straight away. There were rival bidders including housing and a religious organisation.</p> <p>Practice staff were told on Friday and the plans are no longer commercially sensitive. The plan will be made public when the plans are submitted by the end of July.</p> <p>There will be a main entrance for the practice and a side entrance for the pharmacy. The practice is hoping for a rear entrance, behind the mosque.</p> <p>There is potential for a community diagnostic centre that will allow the GP's access to request investigations that can currently only be requested/approved by hospital consultants such as MRI's.</p> <p>The practice are planning to hold public consultation events for the public to gain support and feedback about the move.</p> <p>The GP partners have asked for the PPG's support to gather any feedback and signpost businesses that need space (such as opticians, physiotherapists etc) to get in touch.</p> <p>There is also potential for a Costa coffee</p>	
Sue	<p>Chair report</p> <p>It has come to light that patient access has removed some key features such as allowing patients to view their bloods test results. The practice has no control over this as it's run by a third party. Patients should be signposted to use their NHS app that allows patients to view documents, consultation notes, prescription requests, appointment and any test results etc.</p>	
Sue	PPG News – Tom will no longer be a member of the PPG. He wishes everyone all the best.	
	Our Health Partnership are asking if the PPG or any members from the PPG wish to review their new website called healthy hearts. Email has been provided by Leanne.	PPG Members
	Practice news – there is no new news from the practice.	
Sue	<p>Communication books – no new comments left in either book.</p> <p>Amanda queried if there was any other way for patients to leave feedback. Leanne confirmed that after every appointment, a text will be sent out to the patient requesting they complete a feedback questionnaire.</p>	
Sue	Sue has noticed the website is outdated. Leanne advised she has just started adding updates to the website today.	Leanne
	<p>AOB: The practice will be using a new software named 'BLINX' which will be going live Friday. BLINX will be added onto the practice's website and will allow patients to book their own appointments for chronic disease reviews and screening such as asthma reviews, COPD reviews and smears etc. It will only let patients book appointments that are appropriate e.g. if a patient tries to book an asthma review, but they don't have asthma, it won't let them book the appointment.</p> <p>Perdeep provided a leaflet for Grace Cares who will take pre-loved mobility equipment - https://grace-cares.com/</p> <p>Perdeep – No one has come forward to become the next PPG chair. Sue can no longer continue with the role, therefore she cannot be persuaded. Sue would like to still remain part of the PPG if okay with the next chair.</p> <p>Sue asked if there has been any response to the PPG's request for new members. Leanne knows of a few patients interested.</p>	

Date of next meetings –

8th September

20th October

1st December