

PPG Meeting Minutes: Tuesday 5th September 2017

Attendees: Dr Hobbs, Nick Jackson (chair), Les Sheard, Graham Dearn, Nigel Haydon, Veronica Astley, Robert Derricott, Robert Jasper, Lisa Thistleton, Linda Crockett, Helen Taplin (minutes)

Apologies: Jackie O'Brien, Nanette Hedley, Robert Taylor, Sue Tucker, Veronica Catherall

	<i>Agenda Item</i>	<i>Summary Of Discussion</i>	<i>Action</i>
	<p>Practice Update with Nick</p>	<p>Dr Kavita Rudge (formerly Patel) and Dr Avtar Singh are now back with us as Salaried GPs. Dr Evans and Dr Jones are now GP Partners.</p> <p>Denise Garthwaite, Long Term Conditions Home-Visits Nurse is leaving the Practice having been here for 3 months, to start a job closer to home.</p> <p>We are currently having IT reviews taking place within the Practice. The screens in the waiting room are being updated. VA asked why the delay in this being done to which NJ answered this was due to funding being approved. A discussion followed about the possibility of patients' names being shown on the screens to help patients who were having trouble hearing their names being called out. Dr Hobbs said there were no plans for this. NJ agreed sometimes names were difficult to hear over the tannoy system and this often depended on whether the GP was talking a little too quickly or holding the microphone too close. The fact of patient confidentiality could be breached if names were on a scrolling screen for everyone to see. Dr Hobbs said that there is no capacity on the TV screens to have the names showing and this would require funding for new screens. VH did explain that some days are worse than others for hearing the tannoy, such as Wednesday Baby Clinic or if the radio is playing too loudly.</p>	<p>VH said NJ to look follow-up funding – VH to take to Partnership meeting.</p> <p>VH will explain acoustics etc. with GPs at the Education Session on 15/09/17</p>

<p>Prescriptions</p>	<p>RD complimented the excellent care of Dr Singh.</p> <p>VA mentioned a problem that patient's not always aware where Doctors' rooms are. There is a list on a stand on the Reception desk. LS asked if the room number is on the screen when patients check in electronically.</p> <p>An up-to-date list of Drugs of Limited Value was given to the Panel. VH explained this was a clinical discretion for the GP. The Policy is primarily for acute medical problems to save the NHS much needed money but the GP still has the final say.</p> <p>Next followed a discussion about when GPs review the medications on repeat prescriptions. VH explained that GPs review this and also whether blood tests are required. 3 months' supply is usually the largest supply that can be prescribed and that it is the patient's responsibility to request their own medications.</p> <p>LT mentioned we need to raise awareness of what to do with unrequired medicines. They should be taken to a Pharmacy for disposal.</p> <p>RJ felt there was no continuity in seeing a regular GP. He did compliment Jo McGoldrick for a very informative consultation with the PAMS project. VH would like as many patients as possible to see Jo M who are diagnosed with LTCs. VA praised the Surgery as patients can always be seen on the day if needed.</p> <p>RD asked if Russell's Hall Hospital always give patient's a copy of their clinic letter. LS felt there was inconsistency here between departments.</p>	<p>NJ will chase this up as there is capacity to do this</p> <p>NJ to send a copy of this with the minutes</p> <p>NJ to mention in next Newsletter how meds are requested and supplied etc.</p>
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	June Action Points	<p>Long Term Conditions – NJ thanked everyone for their involvement. A few changes have now taken place and we have a new team dealing with this who may come to one of the PPG meetings in the future. VA had received a LTC invite letter and felt this to be a very friendly letter. NJ reports that the Admin Team are now being more proactive in contacting patients who do not attend their appointment. Nurses visit the Housebound patients. The asthma clinic has had the poorest attendance and there will be more of an assertive outreach to these patients. LS felt the need for the above information needs to go in the Newsletter stressing the importance of full MOTs for patients with Long Term Conditions.</p> <p>VH suggested reducing the prescription from 3 months to 1 month if the patient has not come in for an appointment. RD asked what proportion of patients will not come in for the LTC clinics.</p> <p>RJ asked if Expert Patients Programme is still running and was told not at present.</p> <p>NJ introduced Richard Newhall who is a new member of staff and is looking at how to improve the efficiency of Doman.</p>	NJ to include this information in the minutes
	POPS News	<p>NH explained to the new members of the group what POPS stands for, what their work entails and where meetings are held.</p>	
	AOB Newsletter	<p>NJ asked the Panel for their thoughts on the Newsletter and for any potential suggestions. It was available on the website for reading.</p> <p>NJ finalised the last Newsletter and feels this needs to be a quarterly thing. RJ suggested putting the PAMS leaflet in the Newsletter.</p> <p>RD suggested patients ask at Reception for a copy of the Newsletter. RN suggested putting a pop-up message on the check-in screens informing about the Newsletter.</p>	NJ and RN to look into this

	Patient Panel	<p>VA wondered how the Panel could inform patients that the committee exists. NH suggested a presence in the waiting room. NJ said it is a Team effort to spread the word. There is still a virtual group of around 50 patients who are sent minutes but cannot attend the meetings.</p> <p>NJ thanked GD for all his services over the past years.</p>	
	Transport	<p>VA commented that there is still no hand gel by the screens in Reception.</p> <p>LS said that the Transport issue is now no longer being discussed as is much too costly. VA mentioned a private scheme running in Hagley. She will look into details of this venture. RJ suggested the local Rotary or Lions Groups may do this voluntarily.</p> <p>NJ explained that there is still no update with Dudley Council re the crossing and traffic calmers. The Council are apparently going to discuss this issue next year.</p> <p>LT asked if patients could book appointments with the Nurses and blood tests online. NJ replied not at present.</p> <p>The Corbett blood test department no offer early morning bookable appointments on 01384 244330.</p>	<p>NJ to raise this issue</p> <p>NJ to look into whether these clinics can be booked online</p>

09/09/17, hlt