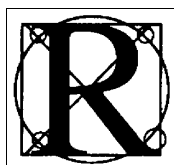


Rushall Medical Centre

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Rushall, Walsall
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Pelsall Village Centre

High Street
Pelsall, Walsall
WS3 4LX

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Rushall Medical Centre Patient Participation Group Meeting

Notes of meeting held on 21 July 2016

Present

Dr Bligh	Senior Partner	AH	Patient
Dr Sandilands	Partner	TH	Patient
Dr Owens	Partner	VH	Patient
Dr Hundal	Partner	MS	Patient
Vicky Arbenz	Practice Manager	NB	Patient
Horace Brisbane	Chairman	TD	Patient

1. Apologies

None received

2. Minutes of the last meeting

One patient MS had not received a copy of the minutes from the last meeting. Apologies given additional copies are available on the PPG noticeboard in reception and from the reception desk.

Practice Demographics

Rushall Medical centre is a large practice with a patient population of over 14,000 patients operating from two sites Rushall Medical Centre and Pellsall Health Centre.

We have an even split between Male and Female patients.

12% of the patient population is over 75%.

3. Speaker

Lynne Pritchard – Community Palliative Care CNS

Lynne outlined the role of the Community Palliative Care team and the support that is provided by the hospice.

There are 9 in their team working from the Palliative Care Centre and operate 7 days a week covering the whole of the Walsall area. St Giles have a 12 bedded Centre, a tour of the service is run on the first Thursday in the month,

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The service is there to support the patients in a positive way providing much needed information and guidance and information the team work in partnership with the gP practice.

The palliative care team will support patients on their journey explaining each stage of the treatment ensuring patients symptoms are controlled and receive the medication they need to remain pain free. The are on hand to answers patient queries and address concerns either face to face or via the telephone.

4. New Telephone System

The practice has listened to the issues patients have had with the practice telephone system and have purchased a new telephone facility which will be installed before the end of July. The main issue was that calls could be lost and the time taken to answer the phones on occasions.

The provision on the new telephone system will enable the practice to improve the planning process as we will have clear information of when the call are coming in, the numbers and how effective we are at managing the calls.

There will be one option for appointments menu and patients will be able to make appointments at either Rushall or Pelsall, as the calls will be picked up by both sites.

We discussed the whether patients would like to know where they were in the queuing system, e.g. number 2 or if they would prefer a time for their call to be answered. The decision of the group was that they would prefer a notification of the time. The system provides this information by analysing the previous calls

The group have agreed to feed back on their experience of the new telephone system, and how it can be improved.

5. National Survey

The survey is sent out twice a year in January and July by Ipsos MORI an independent survey agency who administers the survey on behalf of NHS England.

The survey includes questions about a range of issues and continues to provide a means for patients to feedback their experiences and preferences in respect of the care and services provided by their GP practice.

None of the patients attending had receive a survey for July but all were encourage to complete the independent survey should they receive one as it helps the practice to plan for improvements in the service delivered to patients.

6. Practice Team

Only one change to the practice team as a member of the reception staff has left.

The patients asked for clarification regarding some of the roles as they were unfamiliar with the terms and the duties performed.

HCA – Healthcare assistant, generally educated to NVQ level 3 in healthcare

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They are well trained and knowledgeable staff performing many of the blood tests undertaken at the surgery, blood pressure checks, new patients and well man /women (NHS) health checks, dressings, ECG's, flu and pneumonia injections.

Practice Nurse – have nursing degrees and perform more complex chronic disease diagnostics and monitoring, warfarin clinics, baby immunisation, travel vaccinations, other immunisations. Smears, and family planning.

GP retainer – qualified GP who is returning to work in general practice following extended leave, due to extended maternity leave for example or due to ill health or for other family reasons. They are fully skilled; generally work a reduced number of sessions. They can remain on the scheme for up to 5 years.

Registrar - A junior doctor training in a GP's surgery under the supervision of an approved GP trainer. The GP registrar year is the last year of a 5-year training period to become a GP in the UK

Doctors

Dr Bligh – Senior Partner (F)
Dr S Sandilands – Partner (F)
Dr S Owen – Partner (F)
Dr S Imtyaz – Partner (F)
Dr K Hundal – Partner (M)
Dr N Devi (F)
Dr Nasser (F)
Dr Ohri (M)

Triage

Bharat Patel – Pharmacist practitioner
Sarah Jinks – Nurse practitioner

Practice Manager

Victoria Arbenz

Administration Manager

Jackie King

Receptionists

Helen L, Tammy, Kerry, Chloe, Helen P, Cara, Moira, Caroline, Amy, Dawn
Michelle, Sara, Jess.

Administration

Debbie, Karolyn, Sara.

Practice Nurses

Julie Hoggins
Beth Morton
Tracy Panting
Pat Steward
Amy Etherington
Toni Unsworth
Lisha Harris

Health Care Assistants

Siobhan Westwood
Emma Darby
Catherine Moylan
Tracey Lewis
Kerry Thomas
Kelly Smith

7 Terms of Reference

The terms of reference were discussed and formally accepted at the meeting along with the ground rules for PPG meetings.

A copy of the agreed terms of reference and ground rules are attached.

8. Vacancy – PPG Chair

Nominations were requested for the post of chairman. No nominations had previously been received

Horace Brisbane kindly agreed to step forward and was nominated to the post of chairman his nomination was agreed and accepted at the meeting.

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9. Flu Campaign 2016

The group discussed plan for the forthcoming Flu season. It was felt that the proposed an open day clinic being run on Saturday between 8.00 am and 4.00 would work well both for elderly patients and the younger working population.

The practice were considering operating a free draw for patients who had had their flu vaccine to encourage patients to be vaccinated earlier and to encourage uptake.

The members present felt this would be welcomed by patients.

10. AOB

New technology – the practice will be purchasing a self-checking screen for the Rushall site to ease congestion at the reception desk which will also improve response time for patient queries and telephone calls. The PPG present welcomed the investment in the technology and felt it was a positive step,

Future Meeting

Wednesday 28th September 2016 – 6.00 pm,

All future meetings ideally will include a speaker, suggestions are welcomed on the topic they would be interested in.

**Rushall Medical Centre
Practice Patient Participation Group**

TERMS OF REFERENCE & MEMBERSHIP

1. Title of the Group

1.1 The Group shall be called Rushall Medical Centre Patient Participation Group (PPG).

2. Membership of the Group

2.1 Membership of the Group shall be open and free to all registered patients and staff of the Practice.

2.2 Every effort will be made to recruit members to represent all ages; genders; ethnic and disabled patients.

3. Purpose

3.1 the purpose of the Patient Participation Group is to establish a system of communication with all registered patients in the practice so that their views and concerns are fed back into the practice.

3.2 contribute to the practice decision making process and consult on service development and provision and assist in the assessment of community medical needs.

3.4 participate in all community engagement activities for example on the provision of new services or changes in service development.

3.5 support activities within the Practice to promote preventive medicine and healthy lifestyle choices.

3.6 liaise with other Patient Participation Groups in the area.

4. Meetings of the Group

4.1 the Group will endeavour to meet no fewer than four times a year.

4.2 notices of meetings, reports on meetings and information about the PPG's activities will be displayed at the practice.

4.3 PPG is not a forum for complaints.

4.4 Everyone must be given the opportunity to contribute and members must listen to what others have to say.

4.5 When contributing members must stick to the point being discussed.

4.6 There will be an agenda for every meeting.

4.7 Confidentiality to be maintained and only authorised information to be released as agreed by the members of the group.

5. Organisation of the Group

5.1 the Group's activities will be organised by a Committee of volunteers and invited members.

5.2 the Committee will be composed of a Chair, and between two and four members, to be agreed at the AGM. Other members will be co-opted as required.

Rushall Medical Centre

Patient Participation Group (PPG)

GROUND RULES FOR MEETINGS

1. PPG is **not** a forum for complaints
2. Members should look at best practice
3. When contributing members must stick to the point being discussed
4. Everyone must be given the opportunity to contribute
5. We must listen to what others have to say
6. The days/times of the meeting should be varied to allow as many members to attend as possible
7. We must agree a decision making process and stick to it
8. There will be an agenda for every meeting
9. Mobile telephones will either be switched off or on silent mode
10. Meetings will take no longer than 1.5 hours