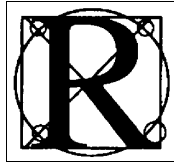


Rushall Medical Centre

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Rushall Medical Centre Patient Participation Group Meeting

Notes of meeting held on 24th November 2016

1. No apologies were received
2. The minutes of the last meeting were discussed and approved
3. Dr Hundal gave a presentation regarding Joint Injections.
The presentation covered details of why joint injections maybe required, how they can help reduce or alleviate systems of joint pain by reducing inflammation and which injections Dr Hundal can provide here at Rushall Medical Centre.

Questions that arose from the presentation were more general in that the PPG group expressed concern that this and other services such as Hearing tests are not being well publicised and our own patients are traveling to Bilston and other locations not knowing the services are available on site.
4. Victoria Arbenz, Practice Manager provided an update to the replacement phone systems that are now in place, calls are now directed to the next available representative at either site and patients are able to book appointments for either site. Further plans are in place to extend the number of lines by moving the phone system from Virgin to the Manor Hospitals phone systems. The new system also provides the ability to record and replay calls which can help in queries and training.
5. The National Survey was discussed and the things the practice does well and things we could do better, generally our patients felt we provide a good service.
6. Practice Team – A brief overview of the current Staff Structure across the practice was given to particularly highlight the new staff we have recruited over the past few months.
7. Luxury Hamper Prize Draw – Patients obtaining their flu vaccinations from the practice were automatically entered in to the prize draw to win a Hamper, the draw was made by Mr Horace Brisbane, our current PPG Chair from the list of 3620 patients. The lucky winner drawn was Mr Paul Betts.
8. Fund Raising – Health Care Monitor. – In order to improve services, the practice would like to invest in the purchase of a Health Care Monitor, this devices allows the patient to take their blood pressure, weight and other measurements automatically allowing more time with the clinicians. In order to purchase such a device the practice needs to raise approximately £5000.

A Teaching General Practice of the University of Birmingham

Doctors: Andrea D. Bligh, Satvinder Sandilands, Samantha Owen, Kulvir Hundal, Saffea Imtyaz

Methods for raising funds were discussed and things such as working with the Rushall Labour Club to arrange a function, holding a raffle, a concert with the local school were considered.

9. Contact the Elderly – The practice is considering how we can engage more with our elderly patients and provide support and social interaction. There was consideration given to resurrecting the Cheese and Wine events but it was felt that there are already other providers in the area providing these facilities and it would be better for the practice to identify these and advertise and encourage attendance at those events.
10. AOB – there were none.

Date of next meeting January 2017