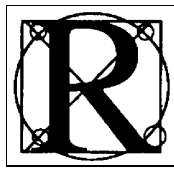


Rushall Medical Centre

107 Lichfield Road
Rushall, Walsall
WS4 1HB

Telephone: 01922 622212
Fax: 01922 637015



Pelsall Village Centre

High Street
Pelsall, Walsall
WS3 4LX

Telephone: 01922 622212
Fax: 01922 686949

Rushall Medical Centre Patient Participation Group Meeting

Notes of meeting held on 25 January 2017

Present

Dr Imtyaz Vicky Arbenz Rajesh Mistry Horace Brisbane NOB	Partner Practice Manager Practice Manager Chairman Patient	ACH KRT JB TJD	Patient Patient Patient Patient
--	--	-------------------------	--

1. Apologies

Apologies received from patient - MS

2. Minutes of the last meeting

Accepted.

3. Speaker

Dr Imtyaz – Intermediate Care / Hollybank

Intermediate care is provided as the transition from hospital to home enabling patients to rehabilitate before making the move home. The service ensures that hospital beds are vacated and patients are supported prior to returning home or to permanent residential care.

There are 21 beds at Hollybank housing patient in self-contained facilities catering for patients from 18 years and over although most are generally more elderly patients. Rehabilitation is provided for six weeks following a change in the patient's life where they have the potential to return to previous dependency level. They will be assessed observed doing routine daily tasks so that physiotherapy and support staff can plan their individual program to support their needs.

Dr Imtyaz operates a ward round for patient's being rehabilitated and has recently taken over from Dr Bligh who previously provided this service.

4. Telephone System – Update

The telephone service has now been further enhanced to increase the number of telephone lines available to the practice being extended from 8 to a substantial number by linking into the Walsall Manor Hospital Trust system.

A Teaching General Practice of the University of Birmingham

Doctors: Dr Satvinder Sandilands, Dr Samantha Owen, Dr Kulvir Hundal, Dr Saffea Imtyaz

The PPG group members have had a good experience with the new telephone system and find it easy to get through on the telephone.

All calls are now recorded and we are able to monitor the incoming and outgoing calls which will provide us with opportunity to forward plan resource to attend to the needs of patients.

All calls are received at both locations and reception staff are able to book appointments at either site please specify where you wish to be seen when making your appointment.

5. **Rushall Medical Website**

<http://www.rushallmedicalcentre.co.uk>

The practice website has been enhanced and provides a range of information regarding the services the practice offers:-

- Opening times
- Clinics
- Services
- Prescription
- Appointment requests
- Staff
- News events

We would encourage all patients to view the information

Online services –

Patients who register for online services will be able to book and cancel appointments, order medication and repeat prescription.

In addition you can also view your test results and medical records. To register for this service please complete application form either on line or available from reception and provide to forms of identification one on which must be photo identification.

NHS choices

<http://www.nhs.uk> – just enter Rushall medial centre for information about us.

There is information about all NHS services and valuable health information and guidance on this site. You can also find out specific information about Rushall Medcial Centre.

If you have a comment to make about the practice and the staff you can add your review here and we also feedback to staff. Staff do appreciate all the positive comments that patients make in many letters and cards and it would be nice to see some of these comments posted on line.

Information held on the site includes :-

A-Z health

Live Well – over 100 topics on health living.

Care and support

Health News and Services near you

Future Meeting Dates

A Teaching General Practice of the University of Birmingham

Doctors: Dr Satvinder Sandilands, Dr Samantha Owen, Dr Kulvir Hundal, Dr Saffea Imtyaz

DAY	DATE	TIME	Topic
Wednesday	25 January 2017	6.00 pm	Dr Imtyaz – Intermediate Care
Thursday	27 April 2017	1.30 pm	Dr Owen – Women’s Health
Thursday	13 July 2017	6.00 pm	Dr Sandilands – Skin Conditions
Wednesday	4 October 2017	6.00 pm	Dr Hundal – Men’s health

National Survey

The survey is now run annually in January 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.

The PPG members were encouraged to complete the survey if they received one in the post for January as the practice very much appreciates the feedback

Survey Results July 2016

269 surveys sent out
118 surveys returned
44% completion rate

What the practice does well

81% felt it was easy to get through to the surgery by phone.

90% say the last GP they saw or spoke to was good at explaining tests and treatments

91% say the last nurse they saw or spoke to was good at involving them in decisions about their care.

What the practice could improve

61% wait 15 minutes or less after their appointment time to be seen.

51% with a preferred GP usually get to see or speak to that GP.

90% say the last appointment they got was convenient.

6. Practice Team

Since our last meeting two new receptionists have been recruited Julie who joined us on 20/01/17 and Reanne who will join us on 30 January 2017. We have also had a new HCA Danielle who has replaced Kelly. Danielle is an experienced HCA and joined us from Walsall Manor Hospital at the beginning on January 2017.

Doctors

Dr S Sandilands – Senior 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)
Dr Hussain – registrar (M)

Practice Nurses

Beth Morton
Julie Hoggings
Pat Steward
Amy Etherington – on Maternity Leave
Toni Unsworth
Lisha Harris

A Teaching General Practice of the University of Birmingham

Doctors: Dr Satvinder Sandilands, Dr Samantha Owen, Dr Kulvir Hundal, Dr Saffea Imtyaz

Triage

Bharat Patel – Pharmacist practitioner
Sarah Jinks – Nurse practitioner

Practice Managers

Victoria Arbenz

Rajesh Mistry

Administration Manager

Jackie King

Receptionists

Helen L, Tammy, Helen P, Moira, Caroline, Amy, Dawn, Katie, Jade,
New staff – Julie and Reanne

Administration

Debbie, Karolyn, Chloe, Sara.

Health Care Assistants

Siobhan Westwood
Emma Darby
Catherine Moylan
Tracey Lewis
Kerry Thomas
Danielle Homer - Joined - 03/01/17

7 Aldridge Shed

Is a shared place for making, mending and crafting coming together in an informal environment open to male and female over 18's.

For more information email aldrigeshed@gmail.com

<http://www.aldridge shed.org.uk>

8. The Big Conversation

Have your say on local health services

Public event held on 24/01/17, two further events planned:-

9 February 2017 – 3.00 pm – 5.30 Rushall Community Centre Springfields, Rushall.WS4 1JT

9 March 2017 – 1.00 pm – 4.30 pm Moxley Peoples Centre, 3 Queens St. Wednesbury WS10 8TA.

The NHS is facing a number of challenges with an ageing population and patients living longer, often with multiple long-term health conditions and increasing patient expectations. To meet these challenges Walsall Commissioning Group need to look at how these services are delivered in the future. We would encourage all patients to attend and speak up for the services that want to retain.

9. AOB

Hearing aid batteries – issue raised that batteries were no longer available from the practice.

The practice has arranged for Scrivens to provide hearing aid batteries at the end of Sarah Moults – Scrivens hearing Service clinics alternate Wednesdays and each Friday.

We are also arranging for audiology to deliver batteries to the practice for them to be distributed.

Date of Next meeting – 27 April 2017 – 1.30 pm

A Teaching General Practice of the University of Birmingham

Doctors: Dr Satvinder Sandilands, Dr Samantha Owen, Dr Kulvir Hundal, Dr Saffea Imtyaz