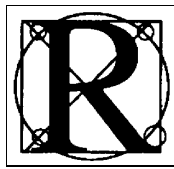


Rushall Medical Centre

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 Thursday 27 April 2017 – 1.30 pm

Present

Dr Owen	Partner	ACH	Patient
Vicky Arbenz	Practice Manager	TD	Patient
Horace Brisbourne	Chairman	BT	Patient
NOB	Patient	CC	Patient
JB	Patient	CS	Patient
MS	Patient	PS	Patient
		GS	Patient

1. Apologies

Apologies received from :-

Patients –

TH

VH

NM

KT

Rajesh Mistry – Practice Manager

2. Minutes of the last meeting

Accepted.

Hearing Aid Batteries

Raised at the last meeting regarding the supply of hearing aid batteries from the Practice. Arrangements have been made to supply patients with hearing aid batteries for those patients who would normally travel to Walsall Manor Hospital.

This service is restricted to patients of Rushall Medical Centre, patients would be required to provide their booklet to record the supply of batteries.

Patients who have been supplied with a hearing aid by Scrivens will also be able to obtain their batteries from the service located at Rushall Medical Centre, by accessing Sarah Moults – Scrivens hearing Service clinics held on alternate Wednesdays and each Friday.

The service is restricted to patients from Rushall Medical Centre Only.

3. Speaker

Dr Owen –Topic Women's Health

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

Dr Owen covered the many aspects off women's health available from the practice and the pros and cons of each option.

- Contraception – Pill
- Implants
- Coils
- Patch
- Injections
- Sterilisation

The practice operates a drop in Family Planning clinic each Thursday afternoons.

4. **CQC Report**

The practice has received the final CQC report following our inspection on 8 November 2016. Members of the PPG where available on the day to speak with the inspectors about their experience of the practice which was very positive.

Patients who require a copy of the full CQC report can access the information via the practice website, care quality commission website or can request a copy from reception.

The report was very positive with the practice achieving a rating of **Good** overall.

Are services safe? **Good**

Are services effective? **Outstanding**

Are services caring? **Good**

Are services responsive to people's needs? **Good**

Are services well-led? **Good**

The Chairman of the PPG Mr Horrace Brisbane who had received a prior copy of the report said that it was very good report and highlighted the good work of the practice and that we should publicise the excellent results achieved in the local press.

Subject to consideration by the Partners a press release will be issued to the Express and Star and local Advertiser on the CQC inspection and report achievements. Although the practice can submit a press release this does not mean it will be published.

Post Meeting Note – Partners have approved press release.

5. **Did not Attend**

We continue to work on reducing the number of patients who do not attend their appointment. 469 missed appointments were recorded in March 2017.

The practice following previous discussions with PPG membership are issuing letters to patients who did not attend an appointment in order to raise awareness to patients of the importance of cancelling appointments.

Improvements have been made to the text messaging service which will now notify patients each time they make an appointment and again 24 hours before their appointment. If a patient has more than one appointment they will receive multiple appointment reminders. Patients can respond to the text message to cancel their appointment as well as cancelling on line, or contacting the surgery by phone.

We expect the level of do not attend appointments to continue while the practice increases the number of mobile telephones held and patients become familiar with the letters received to promote a more positive attitude to cancelling appointments.

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Telephone System – Appointments Update

Telephone calls are answered by staff at both Rushall and Pelsall, our reception staff can book appointments for all clinicians at either site.

In order to improve the effective use of the appointments system patients will be asked to provide a brief reason for their appointment by the receptionist. This will enable patients to access the most appropriate clinician, and will support the practice to improve access to GP appointments. A message will be recorded on the telephone system informing patients of this request.

The practice has a wide range of clinical staff who can support patient on-going medical needs, Many of our nurses are prescribers so can provide medication as part of patients chronic disease management . In addition patients can access appointments with the nurse practitioner and clinical pharmacist who can deal with a number of routine minor illnesses. With patients accessing other clinical staff this will leave the GP to see the more complex patients.

6. 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. The last survey results were from July 2016.

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.

- The practice does not limit patient to one issue per appointment and on occasions appointments can overrun.

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

- Some of our GP's work part-time and it is not always possible to speak with that GP

90% say the last appointment they got was convenient.

7. Practice Team

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Since our last meeting we have appointment a GP, Dr Issra A Abdelbagi who joins us at the beginning of July 2017. In April Amy Etherington, practice nurse returned from maternity leave, and will work Tuesdays and Thursdays each week.

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
 Toni Unsworth
 Lisha Harris

Triage

Bharat Patel – Pharmacist practitioner
 Sarah Jinks – Nurse practitioner

Health Care Assistants

Siobhan Westwood
 Emma Darby – Maternity Leave
 Catherine Moylan
 Tracey Lewis
 Danielle Homer

Practice Managers

Victoria Arbenz
 Rajesh Mistry

Administration Manager

Jackie King

Receptionists

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

Administration

Debbie, Karolyn, Chloe, Sara.

8 Date of Next meeting – Thursday 13 July 2017 – 6.00 pm

Future Meeting Dates

DAY	DATE	TIME	Topic
Thursday	13 July 2017	6.00 pm	Dr Sandilands – Skin Conditions / Cancers
Wednesday	4 October 2017	6.00 pm	Dr Hundal – Men’s health

9. AOB

Communication letters

A question was raised regarding the practice process of sending individual letters to patients residing in the same home specifically husband and wife, and could savings not be made by sending one letter to both parties.

The issue with this is the need to maintain confidentiality and also to record the individual communication as part of the individual patient medical records.

As letters are generated via a mail merge facility from a computer search the time and manual adjustments would not be cost effective to implement. We would also need to acquire permission in advance

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We accept on the surface this is a good idea and could be implemented with letters sent to PPG members as the numbers are generally small, this will be implemented going forward.

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