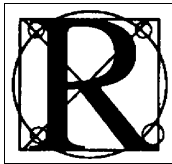


Rushall Medical Centre

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 Wednesday 4th October – 6.00 pm

Present

Dr Hundal	Partner	JB	Patient
Vicky Arbenz	Practice Manager	KB	Patient
Jackie King	Assistant PM	SB	Patient
		TD	Patient
		WM	Patient
		MS	Patient
		PS	Patient
		CS	Patient
		DJ	Patient
		GT	Patient

1. Apologies

Apologies received from :-

HB – Chairman

JB – Patient

NB- Patient

2. Minutes of the last meeting

WM thought it would be useful to have a link to the PowerPoint presentations that are delivered by the partners. It was stated that the presentations were for information only but it was agreed that useful links such as Patient.co.uk or NHS Choices would be identified and the URL linked to the minutes.

<https://www.nhs.uk/be-clear-on-cancer/symptoms/skin-cancer#cChwSqHU2rCywxLr.97>

<http://www.nhs.uk/conditions/Prostate-disease/Pages/Introduction.aspx>

3. Speaker

Dr Hundal - Topic Mens Health

The presentation looked at:

- the incidence of prostate cancer and the age range
- the screening process and examination techniques
- treatment options

4. Did not Attend

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789 patients did not attend for their appointment in September 2017 which remains very high and affects patient access to the service increasing wait times for appointments.

The practice has been writing to patients however this is a major cost to the practice each month which cannot be sustained costing around £2,300 over the year.

Collecting mobile phone numbers is a key feature in helping to address this issue.

It was also suggested that posters are put up asking patients to inform the surgery of any change in personal details including phone numbers. A poster will also be put up at the practice stating the DNA policy.

TV screens will be used in Reception predominantly for calling patients into doctor's rooms but there will be the option for putting other information on the screen and this will be utilised for the DNA policy.



DNA poster.docx



Keep us updated.docx

6. **National Survey**

The survey is now run annually in 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.

The PPG members were encouraged to complete the survey if they received one in the post.

Survey Results January 2017

264 surveys sent out
119 surveys returned
45% completion rate

What the practice does well

86 % felt it was easy to get through to the surgery by phone.

71 % CCG Local average

71 % national average

87 % would recommend this surgery to someone new to the area.

72 % CCG Local average

77 % national average

93 % say the last GP they saw or spoke to was good at treating them with care and concern.

82 % CCG Local average

86 % national average

What the practice could improve

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92 % say the last nurse they saw or spoke to was good at listening to them.

91 % CCG Local average

91 % national average

93 % say the last nurse they saw or spoke to was good at giving them enough time.

91 % CCG Local average

92 % national average

69 % usually wait 15 minutes or less after their appointment time to be seen .

67 % CCG Local average

64 % national average

7. **Practice Team**

The two new doctors have now started, Dr. Issra Abdelbagi and Dr. Julie Gupta. We also have a new trainee, Dr. Aasma Begum. Rajesh Mistry has left the practice and Jackie King will take over as Assistant Practice Manager. We also have two Reception Staff on maternity leave and have employed two receptionists to cover this leave.

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. J. Gupta (F)

Dr. I. Abdelbagi (F)

Dr. A. Begum (F)- Registrar

Practice Nurses

Beth Morton

Julie Hoggins

Pat Steward

Amy Etherington

Toni Unsworth

Lisha Harris

Health Care Assistants

Siobhan Westwood

Emma Darby – Maternity Leave

Catherine Moylan

Tracey Lewis

Danielle Homer

Triage

Bharat Patel – Pharmacist practitioner

Sarah Jinks – Nurse practitioner

Practice Managers

Victoria Arbenz

Assistant Practice Manager

Jackie King

Receptionists

Helen L, Tammy, Helen P, Moira, Caroline, Amy, Dawn, Katie, Jade,

Julie, Pat and Lynn

Administration

Debbie, Karolyn, Chloe, Nancy, Sara.

8 **Prescribing Policy**

NHS England are looking into prescribing in general. Walsall CCG have identified certain drugs that will stop being prescribed and patients will have to purchase over the counter. These include Paracetamol, Ibuprofen and Vitamin D. It was stressed that this is only for patients who require these drugs for a short term condition. This will not affect patients who are prescribed these drugs for long term conditions. A public consultation has taken place and from the 21st October – 21st November 2017 a result analysis will be undertaken.

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There are 18 other items up for consideration and these items are listed on the document attached.

The PPG discussed this policy and took on board the rationale for these changes.

Paracetamol and Ibuprofen

Rushall Medical Centre have recently adapted the guidelines produced by Walsall CCG which aims to restrict the prescribing of Paracetamol and Ibuprofen products for short term use that can be bought at a reasonable cost over the counter. If this guideline is followed it will result in:

- ✓ Reduced patient reliance on prescribers for prescriptions.
- ✓ Reduced consultations for minor, self-limiting conditions.
- ✓ Increased patient self-reliance for minor conditions.

Funding of medicines available to purchase to treat self-limiting conditions and minor ailments and self-care is a personal responsibility.

Vitamin D

Rushall Medical Centre have recently adapted the guidelines produced by Walsall CCG on prescribing Vitamin D for daily supplementation.

[The Department of Health](#) recommends vitamin D supplementation in **certain high risk adult groups** in order to prevent Vitamin D deficiency.

- Funding of vitamin D supplements to protect and maintain bone, teeth and muscle health and for long term maintenance is a personal responsibility.
- Vitamin D is readily available to purchase in pharmacies, health food shops and supermarkets at a far lower cost than on prescription.
- It is expected that patients will purchase such supplements.
- Community pharmacists or other healthcare professionals are able to advise on suitable vitamin D products.
- For good sources of vitamin D, please visit NHS Choices website:
<http://www.nhs.uk/Conditions/vitamins-minerals/Pages/Vitamin-D.aspx>
- *NB: *Pregnant /breastfeeding women may be eligible to obtain vitamins free of charge as part of the Healthy Start Scheme. Further information on the eligibility criteria can be found at www.healthystart.nhs.uk.*

This does not affect GP prescribing of high-dose Vitamin D preparations that are not available over the counter.

Rushall Medical Centre Surgery will be working in line with the above guidance to promote self-care and will try to reduce the prescribing of these medicines.

For any questions or concerns about this guidance please get in touch with your practice.

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9 Date of Next meeting

These dates are to be confirmed as they will take place in the New Year.

The future meeting dates are as follows:

Thursday 18 th January 2018	1.30 pm	Dementia	Dr. S. Imtyaz
Thursday 26 th April 2018	1.30 pm	Depression	Dr. S. Owen
Thursday 26 th July 18 2018	6.30 pm	Stroke	Dr. S. Sandilands
Wednesday 10 th October 2018	6.00 pm	Healthy Lifestyle	Dr. K. Hundal

The group were asked if there were any particular topics they would like covered by the partners. These suggestions were made:

Strokes/Mini-strokes

Dementia

Lifestyles – healthy diets, alcohol intake, smoking

10 AOB

Demographics

Registered patients: 14,504

Flu Programme

Last year the practice had a walk-in flu day on a Saturday but because the uptake of this was quite poor the partners decided to put on flu clinics during the week and pick up patients as they come up for routine appointments.

Letters have not been sent out this year due to cost pressures but text messages have been sent and reception still will also be ringing patients.

As of today 1,680 flu vaccinations have already been administered.

Practice Newsletter

A copy of the most recent practice leaflet is attached for your information.

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