



Rushall Medical Centre

Tel : 01922 622212 Email: clinicalinfo.m91019@nhs.net

107 Lichfield Road, Rushall, Walsall, WS4 1HB
Pelsall Village Centre, High Street, Pelsall, Walsall, WS3 4LX

Rushall Medical Centre Patient Participation Group Meeting

Notes of meeting held on Wednesday 25th July 2018

Present

Dr. S. Sandilands	GP Partner	SB	Joint Chair
Victoria Arbenz	Practice Manager	JB	Joint Chair
Jackie King	Assistant Practice Manager	TH	Patient
		CS	Patient
		PS	Patient
		SH	Patient
		AH	Patient
		BM	Patient
		MS	Patient
		MH	Patient
		TD	Patient
		AJ	Patient

1. Apologies

None reported

2. Minutes of the Last Meeting

The minutes from PPG meeting of the 24th April 2018 were agreed as a true and correct record.

3. Presentation

A presentation on Stroke was delivered by Dr. S. Sandilands.

Action: A PPG newsletter will be created by BM (PPG member) and details of the Stroke presentation will be incorporated into the newsletter.

4. PPG Conference Report from 7th June 2018 – Joan Bramall (PPG Chair)

Joan Bramall reported back to the group from the PPG Conference which she attended on the 7th June 2018. The report was distributed to all attendees of the PPG Group. Several recommendations were noted on the report.

1. Join One Walsall – access as a member
2. Explore possible volunteers to support PPG
3. Join the National Association of Patient Participation
4. Explore whether there are cross CCG PM Meetings
5. Consider the use of the Pioneer and/or Live Life Local to promote the group
6. Consider developing support groups for certain conditions
7. Consider whether to produce PPG Newsletter
8. Explore options of working with neighbouring PPGs
9. Consider registering on the Walsall Community Living Director

A Teaching General Practice of the University of Birmingham



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10. Consider sharing anonymised patient issues with the CCG and Healthwatch
11. Explore whether “near misses” are or should be monitored

PPG Membership Development

The development of the PPG membership was discussed with other members of the board and volunteers were asked to help out with the development of the PPG.

Practice Structure - Changes

The PPG were made aware that Dr. S. Somani, Dr. R. Mistry have now left the practice and Dr. N. Ohri will be leaving imminently. We have also lost Catherine (HCA) and Reanne (Administration Staff).

DNA – (Did Not Attend Rates)

From 1st May – 31st July 20108 we had 1,489 patients who did not attend for appointments. These appointments were a mixture of age ranges. This is an ongoing problem with no possible solution at present. All patients who DNA their appointments are spoken to and informed of the DNA policy for the surgery.

Patient Information Point

The Patient Information Point in the main Reception area is still not working and the issue is to do with the external company obtained remote access to set up the point and getting permission from Walsall IT Department to do this. This issue is on going and will hopefully be settled as soon as possible.

External Painting of the Building

The external walls and fencing of the Medical Centre are due to be painted in September and the walls will be very pale grey colour.

Date of Next Meeting

Wednesday 10th October 2018 – 6.00 pm
Conference Room
Rushall Medical Centre