



Rushall Medical Centre

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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 Thursday 17th January 2019

Present

Jackie King	Assistant Practice Manager	JB BM SH AH	Chair Communication Patient Patient
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Apologies

MS, PS, CS

Minutes of the Last Meeting (including the Action Log)

The minutes of the last meeting were agreed as a true and correct record. There is one slight amendment and this is regarding information that was put in the Newsletter regarding the presentation which was presented to the PPG by Dr. M. Verma.

PPG Committee Update

A brief overview of the PPG Committee was given to the PPG Group informing the group of where the Committee are what the future plans for the PPG are. The issue of recruiting more volunteers for the group continues and is ongoing. An advertisement has been devised and has been put out in the Waiting Room advertising for volunteers. The minutes of all the previous PPG meeting need to be loaded onto the RMC Website. The dates for future PPG meetings and topics will be put on the website. The PPG have also placed advertisements in Pioneer and Live Life Local Magazines.

Communications Update

A brief discussion was undertaken about the PPG newsletter in respect of the length and asking for ideas on the format and what could be put into the newsletter. The last newsletter which incorporated a Q & A section on the topic that Dr. Sandilands had delivered at the PPG meeting appeared to work very well. The idea is to produce a newsletter after every PPG meeting. On the issue of sharing good practice, BM has received replies from St. Johns and Portland Practices but is waiting to see if any other practices respond before taking this any further.

Verbal Report from Patient Participation Liaison Meeting

JB (Chair) gave a brief overview of the PPLG meeting that she attended. A document outlining all the points was distributed to the group. A presentation was given by the Managing Director of Waldoc. Another presentation was given by a CCG Manager about patient on line access. The PPLG Terms of Reference were raised. A schedule of four organised meetings over the year was distributed to the group.



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Report on Significant Events

JK delivered a report on all Significant Events which have occurred over the previous 12 months. The incidents and how the practice rated the incident and how the event was dealt with were discussed with the PPG. This section was well received and committee members think this could become a regular item annually (on January PPG's meeting).

Practice Team Changes

All changes to the Practice Team were discussed. The PPG were informed that Dr. Sandilands was reducing the number of sessions that she worked. The group were also informed that the practice had 2 doctors on maternity leave and another who would be going on maternity leave in March. This obviously would have a major impact on available appointments for patients.

DNA's

There were a total of 1,266 DNA appointments from October 2018 – January 2019. BM suggested mentioning this in the next Newsletter with anonymised examples of "no shows" and potential impacts on patients who may have had an urgent need or an appointment. JK instead provide a tablet of last quarters stats.

Schedule of Meetings for 2019

The schedule of meetings for 2019 was distributed to the group.

Any Other Business

A Memory Club flyer is on a practice noticeboard. This lists venues for dementia sufferers, their relatives and carers. Bharat Patel (Practice Pharmacist) is expected to cover the April health presentation in his role of Clinical Pharmacist.

Date of Next Meeting

Wednesday 10th April 2019
3.00 pm
Pelsall Village Centre