

Maypole Health Centre

PPG Meeting

Drs Yap, Hughes and Michael, Maypole Health Centre

Minutes of Patient Participation Group Meeting at Maypole Health Centre Thursday 22<sup>nd</sup> September 2016

**Attendees:** Dr Yap, Dr Michael, Dr George (Registrar)

Mr D Cook, Mr & Mrs Webb, Mr & Mrs Yates, Mr Martin (Chair), Mrs Cole, Mr G Scott, Mr Bishton

**Apologies:** Dr Hughes, Mike Pealing, Kay Thomas

### **1. Welcome and Introductions**

The doctors welcomed the participation group members.

### **2. GP Trainees**

Dr Yapp introduced the Registrars and new staff to the group.

Dr Yap introduced our new registrar Dr Georgios ST3 who started training with us in August 2016 and will be with us for 12 months.

### **3. Flu Campaign/Flu Charity – Childrens Hospital**

The flu campaign is now up and running and clinics are set up. We discussed the flu charity for this year. The group members have decided to raise funds for the childrens hospital. They have put up posters and advertised on the web site to increase the awareness and availability of the flu jabs to people over 65, long term conditions and children. All carers are also invited to have their jab. This year the flu strains are from USA, Hong Kong and Australia. We discussed how the flu vaccines are developed from year to year and depend on any prevailing flu infections across the world and also the manufacturing of the vaccines which take 6-9 months.

The flu clinic campaign finishes in March 2017.

We have volunteers for the charity during the flu clinics. Mr Webb covers morning and afternoon session, Mrs Cole afternoon and Mr Bishton afternoon and Mr Cook afternoons. We will look for another one or two volunteer for the morning sessions.

### **4. Patient Access to Appointments**

A number of DNA at the clinics still remains a challenge, but disappoint ably the last number of people who did not keep appointments was 96. This is about equivalent to 6 clinics.

The main people that default are the pre-bookable appointments. Also the number of noticeable patients who do not keep their appointment actually book on the same day. The nurse

appointments still remain high. We continue to promote attendances for all clinics especially for the nurses and phlebotomy on the website, posters and well TV. We also mentioned that our new system EMIS Web which has been running now for 3 months. The system provides an online system which Mr Cook has tried and finds it very easy to follow.

All patients registered with the old system need to be re-registered with the new system to be able to book online appointments and order repeat medications. All the patients will be given a new password and follow the instructions.

Our promotion for booking online needs to be put onto the website and posters around the practice to advertise the new online services.

Only few patients are asking for this service. This is all available online but the patients need to re-register. A note on prescriptions will be given and advertised more for this service.

## **5. Friends and Family Test**

This is an on-going survey for patients who visit the practice for whatever reason. Patients have the opportunity to voice their opinion of the service on the day. This is one of many initiatives which is promoted by NHS England that includes online bookings, or repeat prescriptions and access to medical records.

## **6. Patient Survey**

In line with our annual survey of patients it is now live and this survey can now be completed online. This does not require registration it is available on the practice website not the NHS choices website. I have asked members from the PPG to try this survey online and asked for their opinion.

## **7. Named GP**

Our surgery has always had a named GP for all our patients. This was introduced by NHS England for all our patients to have a named GP when they register with the practice. The PPG were made aware that even though they have a named GP they can still see any other GP of their choice in the practice and this does not affect their care in anyway.

## **8. Urgent Care List for high users of A&E**

During the winter months there is always pressure on hospitals with bed. As part of our contribution to a reduction of A&E we have a list of urgent care contact details both online, NHS choices, surgery website and also in form of posters in the waiting area of the surgery, in the hope that by promoting the urgent care contact details the first port of call for patients will require any of the services listed. As a practice this would give patients Advice and Guidance before making their way to A&E. We also promote the walk in centre at Katie Road, Selly Oak, walk in centre Solihull Hospital and Boots city centre these are found on the website. One member on the PPG pointed out that the services were not very clear. One member did mention that to get an appointment it had to go through 111 which is different to get a slot to be seen.

## **9.AOB**

One of the members raised effectiveness of certain medications, and also the changes to the hospital trust in the area.

UHB foundation trust is taking over the running of Birmingham Heartlands Hospital, Solihull Hospital and Good hope Hospital from April 2017. Another important matter raised by the members was the wastage of medications, dressings and also nutrient supplementary drinks for certain people

Dr Yap mentioned that the CCG is looking into the area of medication wastage including supplement drinks and doing auditing and promotion of efficiency use of medications.

The next meeting for the Patient Participation Group was arranged for Thursday 15<sup>th</sup> December 2016 at 1.15 pm.