

Grove Patient Participation Group (PPG)



Minutes 9th July 2019

CP, as chair, welcomed everyone to the meeting.

Present: (HA), (CB), (DC), (AR), (JC) Grove practice manager, (PG), (AG), (HH) Shirley & Blossomfield practice manager, (KM), (JM), (DM), (CP) chair, (JR), (DR), (SS), (GS), (FW) secretary, (DZ)

Apologies: (MB), (JB), (JE), (AF), (SG), (SM), (KS), (TS), (JW), (KW)

Minutes: Accepted unanimously

Matters arising: It was agreed that details of members could be shared with Shirley PPG in the event of forming one B&W PPG. This would be in line with GDPR directives.

Agenda items: (i) It was reported that there was some confusion about messages given out by the pharmacy next door in relation to prescriptions. CP said she would write to the manager of the pharmacy for clarification.

Concern was raised about the time it took for some referral letters to be made.... In one case it took 2 weeks.

The notice board outside does not state that the surgery is closed between 2pm and 3pm on Wednesdays. This has resulted in patients making fruitless journeys. JC to investigate this.

JC stated that Grove premises are being completely refurbished. There continues to be positive comments from patients and passers-by on the flowers outside.

HH stated that Facetime equipment had arrived. This will enable patients to use their home computers to consult with their doctor. HH stressed that initially, there will be a trial period, and only patients with appropriate illnesses or symptoms would be offered such appointments.

HH also stated that the new website had been created and this will be available on the web very soon.

JM outlined a health scheme in Wales. It is a walk-in health clinic which is working well, and she wondered if something like that could be established locally.

(ii) BSol Forum: HA and JR reported back on the meeting held at the St Andrew's Football Ground. There had been power point presentations with much information to assimilate.

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There was very little time to discuss and share issues with other PPG representatives. The next meeting on 18 July is at Solihull College and HA and JR agreed that they would attend as Grove representatives.

- (iii) SPPGN: MB, SG, CP attended the meeting. Although the number of surgeries represented by their PPGs has lessened since the introduction of the Forum, the meeting offered a platform to debate issues. The visiting speaker was Mandy Hart from the Midland Eye who gave an informed talk about conditions of the eye. She also gave some preventative suggestions such as wearing sunglasses in bright sunlight. The next meeting on 25 July is at the Solihull indoor Bowls Club. There is no restriction on the number of people attending these meetings.
- (iv) CP said that there was useful information about PPGs on the website www.napp.org.uk. A bulletin comes out each month which will be displayed on the Grove PPG noticeboard.
- (v) BSol AGM. CP attended the celebratory meeting of PPGs and later the CCG AGM. At the first meeting there was a presentation by Rachel Powell who is Chief Executive of Patient Association. She is forming a PPG network across the country. If you are interested in this new development, the website for further information is: www.patients-association.org.uk The second speaker was Mandy Reynolds, Inspector Manager for Primary Care. She explained how practices are assessed for their performance and how the ratings for the surgeries are determined. The AGM followed and CCG members gave a precis of the work done so far and the visions for the future.
- (vi) CP reported that a constitution had been written for the B&W PPG which has been drawn from Shirley and Grove constitutions and CCG recommendations. It is hoped that the B&W PPG could be launched this Autumn. However, at Shirley's PPG meeting on the 25 June, members decided to suspend all further PPG activities for the time being. It made the creative and developmental work of the PPG difficult when no representative from the practice was present at the meetings. It is hoped that this matter will be resolved as soon as possible with the doctors.
- (vii) Articles of interest are requested to be included in 'Healthlines'.

A.O.B

DZ posed the question 'why join a PPG?' Members were then invited to state their own reasons for joining Grove PPG. It became clear that members wanted to make a positive difference and be engaged in the work of the surgery. A lively discussion followed, and it was agreed that we could form 2 groups. (a) members to come into the waiting room and chat with patients when appropriate and (b) members to help with the general outside maintenance, picking up litter, sweeping leaves etc. HA agreed to liaise with CP about the formation of these groups. JE, PG and CP already take responsibility for the plant pots. Collectively, we could make a big difference to patients' experience of Grove.

The next Grove PPG meeting is the AGM on Monday 9 September 2019 at 6.30pm.

Further date for your diary is 11 November 2019.

Meeting closed circa 8pm