

Grove Patient Participation Group (PPG)



Minutes 9th September 2019

(CP), as chair, welcomed everyone and members introduced themselves.

Present: (HA), (MB), (CB), (IB), (JC) Practice Manager, (JE), (JE), (AF), (MK) Superintendent Knights Pharmacy, (BG), (SG), (AG), (BK), Dr Kotecha, (IM), (CP) chair, (JR), (DR), (FW) secretary, (DZ)

Apologies: C Bates, J Buckley, D Cahill, K Maher, S Manton, J Mason, G short, J Warner, K Wild.

Minutes: The minutes were accepted.

Proposed: SG; Seconded: DZ

Matters arising:

- (i) Mo Kolia (superintendent at Knights Pharmacy) opened by saying Grove was the best - attended PPG meeting he had visited. He then gave a detailed account of the availability of prescribed medication in the coming weeks. The prospect of Brexit has a marked effect on the supply of medicines from Europe. On 1 July 2019, the government issued a serious shortage protocol. Over 3,000 pharmacies have closed or are about to. As a result of the shortage of drugs, UK pharmacies are having to find other sources. Knights obtain medicines from 3 suppliers and hold enough stock for 25 days. He stressed that it is very important that patients are informed that there are alternatives to named brands. He was particularly aware that whatever decisions Knights Pharmacy make to address the current potential crisis, the process must be sustainable. He said that PPG could play an active role in communicating the situation to patients. He also stated that Knights are 'dementia friendly' and are trained in giving health-care advice. Mo's input raised several questions. His input was well received, and he would like to return to a future PPG meeting to keep the members informed and updated.
- (ii) CP reported that after a constructive meeting with those involved, the dispute between Shirley Medical Centre PPG (SMC PPG) and SMC Practice has been resolved. SMC PPG is now back in action.
- (iii) The launch of B&W PPG will take place on Tuesday 15 October at the Christadelphian Hall from 6pm to 7.30pm. It is hoped that as many PPG members and friends will be able to celebrate this new development.

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Agenda items:

- (i) Updates from Grove Surgery and SHP – Dr Kotecha, JC

Dr Kotecha gave an account of the changes in the NHS and the formation of Solihull Healthcare Partnership. The shortage of doctors and nurses has resulted in the need to restructure the way the service is delivered. SHP has 4 practices with 7 sites, offering locations of excellence such as the treatment for diabetes and warfarin injections. The extended hours service is located at the hub at Blossomfield surgery and doctors within SHP share the work on a rota basis. The way in which patients can access the medical service has been extended to the use of video appointments. The positives and negatives of this service were discussed. Dr Kotecha recognised that the current major problem was the telephone system. The receptionists at the telephone hub at Blossomfield respond to 2000 calls every morning. However, the call waiting time for patients is unacceptable and the resolving of this issue is seen by Dr Kotecha as a priority. He thought a significant role for the PPG was listening to the patients... their experience of the surgery both positive and negative and communicating this back to Grove surgery. The re-instating of a group to come and talk to patient in the waiting room was appreciated and this will be headed up by HA. Dr Kotecha and JC expressed appreciation for the flower tubs in the front of the building. Contractors will clear away the overgrown shrubbery on one side of the carpark and he was very positive about PPG being involved in creating a flower border on the other side. It is hoped the funding for this will come from Grove surgery (B&W Partnership). It is also hoped to form a general maintenance team to tidy the outside premises and car park.

- (ii) Update of changes in the NHS and impact on the practice - DR

DR gave a very comprehensive account of the changes in the NHS and the impact of these on the surgery and patients. He had reviewed the appointment system with JC to increase efficiency. With so many changes, It became clear that patients need to have more realistic expectations from healthcare providers.

- (iii) B.Sol Forum - JR

JR gave an account of her experience of the Forum meeting. This meeting contained much more in-depth technical information. HA said she had attended the previous meeting and thought that presentations took up time which could be spent more productively with other activities. The next meeting will be on 18 September but no member is available to attend it.

- (iv) SPPGN - MB

MB gave a brief report on the Solihull Network meeting which had included a presentation by Andy Jeynes who is the Community Response Manager for West Midlands Ambulance Service (WMAS) and is also a Senior Paramedic. MB and those present appreciated the talk which included practical guidance on how to use a defibrillator. Members were able to practise the procedure under instruction.

- (v) NAPP - CP

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CP drew attention to the National Association for Patient Participation (NAPP). This is an umbrella organisation for patient-led groups in general practice. The website has information and the organisation produces a monthly ebulletin. www.napp.org.uk

- (vi) Items for Health Lines -CP
Health Lines is a monthly bulletin on health issues produced and edited by SMC PPG. If you have an article to contribute, please send it to SMC PPG.
- (vii) Dates: The **next Grove PPG meeting** will be on **Monday 11 November at 6.30pm** in Grove waiting room.
The meeting closed at circa 8pm.

After a short break, members reconvened for Grove PPG AGM 9 September 2019

Present: As above, except Dr Kotecha, Jayne Croft and Ko Molia.

Minutes of the last meeting:

These were accepted. Proposed by SG and seconded by DZ.

Matters arising:

DZ thanked CP for being chair for the last 12 months

Agenda items:

- (i) Chair's report: please find chair's letter attached.

CP said that it had been a very busy year including the formation of a new B&W PPG as well as the regular Grove PPG site meetings. Much work had also gone into the 'Under one Roof' event with focus on 'carers'. CP expressed her appreciation to Dr Gupta who had opened the day's event.

- (ii) Election of Officers:
CP expressed her appreciation of FW who had continued to be a 'reluctant' secretary for the year as no one had come forward to take up the position.

The following officers were elected to serve.

Chair:	CP
Secretaries: (shared)	HA & JR
Treasurers:	JW & CB

A.O.B There was no other business.

Meeting closed circa 8.30pm.