

**Shirley Medical Centre Surgery  
Patient Participation Group (PPG)**



**Minutes  
27 August 2019  
6.00 – 7.30**

**PRESENT**

(WS) - Chair: (JW): (JS): (MJ): (HB): (JE): (PB): (SM): (AD) – Notes

**STAFF**

Helen Harding (HH)

**APOLOGIES**

(BS): (PB): (DB): (KS)

1. WS **welcomed** everyone to the meeting.
2. The **minutes from meeting 25 June 2019** were approved and accepted as a true record. AD informed the group that the only action had been completed and she hoped to distribute the next newsletter (September 2019) to Asterwell's Pharmacy and Shirley Library.
3. WS felt that it was important for those members who did not attend the recent meeting on 14 August 2019 with SMC staff to raise any queries or observations of the notes of that meeting (previously circulated and attached). A fruitful discussion took place which covered most of the content of the meeting. Those in attendance were relieved that all issues raised appeared to have been dealt with positively. Specific points discussed were as follows:
  - HH confirmed that SMC staff had delivered a First Aid course to the Christadelphian Hall as requested following the last UoR event in April. It was well received and much appreciated.
  - Clarity over access to GP appointments was helpful. SM volunteered to attend a 'floor walk' in the call centre and report back with a view to sharing her observations through the NL so that patients could better understand the challenges that those making the appointments face. The meeting also learned that a GP will now record an answerphone message rather than the Practice Manager with a view to adding greater 'weight' to the messages.
  - All were delighted by the news of a new building extension for SMC
  - Updates around text messaging were also well received.

JS explained the input he had had since the GP meeting around the new website and the patient areas. He was in contact, through Dr Patel, with the web designers and was in the process of correcting typos, grammar and counter-productive and inaccurate links and information eg. Patient Access v Patient Pack and the lack of a cancellation email facility. He was also seeking a better understanding of how more customisation of the PPG areas could be facilitated. He was keen to add his own skills and experiences but was sensitive to the processes involved and the roles of those already working on the site. The group agreed that it was important that the site was accessible and flexible to news and information as it arose to keep the B&W patient population informed and healthy. The group thanked Jeff for his commitment and

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expertise and looked forward to his updates at the next meeting. SM shared that she was to carry out a 'floor walk' of the call centre on behalf of the PPG to share a firsthand view of the calls and responses coming in during the morning period. The group agreed that the frustrations that arise are due to a range of variables, not least attitude and understanding. They want to support and improve both! It was agreed that perhaps a survey asking patients a few questions about appointment access might help to inform and improve patient experiences. HB, SM and PB agreed to help develop this with HH.

### **4. Updates from B&W staff**

HH provided a number of updates for the meeting:

- Data from Monkspath surgery merged today; some gremlins but generally successful
- B&W introducing a 'Patient Chase' initiative; patients would be called in on their birthdays for an overview of their health, treatment and well-being.
- The admin team are currently being reconfigured. HH keen that the demarcation between admin staff and healthcare assistants are not blurred and remain distinct and discreet.
- The new IT manager will be in place in October 2019. HH agreed to put JS in contact with him once in post.
- B&W are now issuing letters to those patients who miss their appointments without cancellation. They are taking a firmer hand that could culminate in removing a consistent offender from their registration list.
- A firmer hand is also being taken with patients who are abusive to any member of staff. At least two patients have been removed from the patient register because of their behaviour.
- HH informed the meeting that new appointments to Governance of SHP and reception staff at B&W were planned. AD asked whether lay members were considered at Governance level as they are in clinical research boards and studies. HH noted this.
- Flu clinic dates for 2019 are 28<sup>th</sup> September, 12 October and 19<sup>th</sup> October 2019. These are all Saturdays.
- There was also talk of inviting Gail (Diabetes specialist) and Sarah (Nurse Manager) to speak to the PPG. All agreed that this would be excellent.

Further discussion took place as follows:

- SM agreed to seek quotes for printing 500 NL copies for each site and Asterwell's Pharmacy and Shirley Library
- PB shared that she had visited four local pharmacies to establish their position on. HRT treatments given the recent media coverage and the threat of disappearing medication for menopausal women. She found that there was indeed a serious shortage locally. HH said she would contact Dr. Louise Newson for her perspective and would ask Haseeb Bhatti, clinical pharmacist to contact AD for the newsletter in regard to HRT supplies and any other vaccination updates.
- MJ enquired about employing CPNs (Community Psychiatric Nurses) at local surgeries. Possibly the need for 1 full timer within the SHP(7 Surgeries). They have been piloted in the North of Solihull surgeries giving excellent outcomes. Mental health referrals to secondary care has been controlled/reduced. MJ raised this at a meeting with the Solihull Lead at a recent meeting and she confirmed how successful this had become.

### **5. SMC PPG Action Plan draft 2019-2020**

It was agreed to put this on hold again even though Dr. Patel had given some steer as to what the PPG could assist with going forward. The single PPG would develop an Action Plan to disseminate to the other sites.

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**6. Reports from local PPG meetings**

- a) BSol Forum – minutes of the last meeting included in mailing with these notes together with presentations on Nurse Associates and the BSol Primary Care Strategy.
- b) SPPG Network – no updates available
- c) South Solihull Alliance – Dr Patel informed the meeting on 14 August that this had now ceased for GPs. The same will apply to the PPG Alliance.

**7. Items for the PPG NL October (All)**

AD will gather news items for inclusion in the September NL. B&W updates and vaccination information as a priority.

**8. SMC site issues/queries**

MJ reminded those present that we need to continually appreciate the challenges for older patients and their understanding of the new systems.

**9. The meeting closed at 7.25pm**

**Next meeting Tuesday 29 October from 6.00pm  
Blossomfield meeting room**

ITEM	ACTION	RESPONSIBILITY	OUTCOME
3.	Web site developments	JS	29.10.19
	Call centre 'floor walk'	SM	29.10.19
	Appointments' survey	HH SM PB HB	September/October 2019
4.	Quotes for printing monthly newsletter	SM	Submitted to HH 30 August 2019
	HRT updates	HH (Dr. LN) HB	PB and Dr L Newson/HB (included in October NL)
	Patient Chase	HH	29.10.19
	Admin and management reconfiguration and staff 'PPG Champion' identified	HH	29.10.19