

**The Jacey Practice  
Patient Participation Group (PPG)**



**Minutes  
9<sup>th</sup> October 2019**

**Present:** GN (Chair), MW, PH, JM, AR, AW (Practice Manager).

Apologies were received from 13 PPG members.

Minutes from the meeting dated 14th August were accepted as a true record

Updates

1. Thanks were given to the members who volunteered to help at the flu clinic on 28th September. This was very busy and not helped by the Northbrook clinic holding their flu clinic at the same time which did cause some problems with the car park. Despite not having a computer system due to the merger into the Solihull Healthcare Partnership 520 patients were vaccinated. It had been proposed that information about the PPG could be handed out at these flu clinics with a view of recruiting more members but it was far too busy for this to be practical.

Further clinics are planned for 12th and 19th October. Thank you to those members who have volunteered.

2. GN gave an update on the issue raised by KG at the previous meeting. A letter pointing out the concerns has been prepared and as suggested by AW it is to be sent to PALS (Patient Advice and Liaison Services).

3. GN reported that he is still trying to arrange a meeting with the merged Grove Road and Shirley Medical Centre PPG to share ideas but this is proving difficult due to holidays.

4. At the last carers coffee morning there were only 9 patients who attended with some of the regulars missing (it was subsequently discovered that some had been missed off the invite distribution list but they have now been reinstated). The next coffee morning will be on Saturday 30th November and will be on a Christmas theme with KG hoping to organise some party bags and Christmas cakes.

5. At the previous meeting FR raised a question about generic drugs. The GPs have confirmed that this is not an issue.

6. SHP merger.

a. AW reported that the IT systems have now been merged within SHP. There are still some issues but these are being dealt with.

b. The redirection from the old Jacey website to the new SHP website is still not working but this should be resolved within the next 2 weeks.

c. The new website allows for reviews via google some of which are not complimentary (but one was not from a recognised patient). The practice is now able to respond to all of these comments.

d. All major decisions are now being taken by SHP through GP partners from all of the partner practices. This allows for an increase in specialisation for the benefit of the whole partnership.

e. AW suggested that RC who is the HR & Operations Manager for SHP should be invited to the next PPG meeting to talk to us about the partnership and how the PPG fits in. (MW to send an invite).

7. Patients will now be able to elect for a video consultation instead of a face-to-face meeting. This will only be when requested by the patient and will not be suitable in all instances. This is to combat the threat from Babylon Medical which is an online service which has just been given a license to operate in Birmingham. This is a real threat to practices as patients seeking an online appointment with Babylon are automatically removed from their GP lists and the practice loses all of the associated funding.

#### Future meetings

6:30 pm on January 8th 2020 at Jacey Practice Northbrook Road site 6:30 pm on March 11th 2020 at Jacey Practice Northbrook Road site