PATIENT GROUP MEETING HELD WEDNESDAY 31St MAY 2023

Attendees:

Sylvia Bailey (Chair), Louise Platt, Amy Jose (Practice Manager), Janet Jukes (Note taker), Danny Newey, Jacqui Taylor, Anne Harrison, Roger Corbett, Angela Luik, Mary Burns, Dorothy Barrell & Bal Bassi

Apologies

Val Davies , Doris Lee

Welcome

SB welcomed new member Mary Burns. All members gave their names and history of group.

Notes/Minutes of last meeting were accepted

PPG Forms

All members have signed new confidentiality forms.

All members were given a copy of Constitution Terms of Reference and Ground rules. SB explained to all members what the PPG is all about i.e. working with the doctors and staff to provide feedback and contribute to the continuous improvement and service to the practice. To help make positive changes.

SB also reminded members that the group was not political and that no confidential matters should be discussed outside of the group. In addition, no personal health matters to be discussed within the meeting.

Staff Update

AJ provided a staffing update. Dr Yaqoob has settled in as our new salaried doctor. Dr Gupta is returning from maternity leave the end of July. Dr Ruffles is still working Mondays & Tuesdays.

New receptionists Helen and Natalie have settled in and getting on well. Danni left her job in reception in April to work self-employed. Currently no job adverts out for the practice as we are fully staffed.

AJ thanked volunteers from the group who helped with the covid clinics. Approximately 1,300 patients were vaccinated at the surgery and members help was very much appreciated. We anticipate another booster in the autumn.

The new GP contract focuses around patient access. All of our patients are either booked a routine appointment or triaged so we meet the new criteria’s.

Recruitment drive for new members

This is to be discussed at a later meeting.

DNA’s

Adam is collating the monthly DNA figures and displaying them on the surgery TV and social media sites. A policy has been put together which allows patients a certain number of DNA’s in a time period before they receive a warning letter. AJ to put a protocol together to be displayed on the surgery website for patients.

Patient Survey

At the last meeting, last year’s patient survey was given to members to read through and suggest any changes. Agreed that JT, MB and BB would meet with Amy separately to finalise the survey ready to give out in the summer.

Suggestion cards are always out in the waiting area for patients to complete.

AOB

DN mentioned a local surgery, Great Barr Medical Practice had been inspected by CQC and clinicians suspended pending an investigation. AJ advised that this surgery was not part of our PCN.

BB asked if we could display a poster advertising a fitness programme being held at Oak Park Leisure Centre. AJ asked Bal to email to her to display.

Dr Flenley, retired GP from Portland is running a six-week course on health. Patients to enquire with Portland Medical Practice if they are interested.

LP Sue Cousins (Chair of Portland PRG) had asked if their practice and ours could put leaflets out to promote local pharmacies. Members were interested and this will be discussed at our next meeting.

Sylvia officially handed over chair to Louise. A vote of thanks to Sylvia for all her hard work over many years as chair and a big round of applause was given. Sylvia will now be vice chair.

To be discussed at the next meeting;

* Bereavement protocol
* Do we know where the defibrillators are in Aldridge?
* Dementia patients and long term conditions of older people and mental health patients

Date of future meetings:

Wednesday 26th July 2023

Wednesday 20th September 2023

Wednesday 15th November 2023

Wednesday 20th December 2023

The last meeting of the year will also be our Christmas get together

Date of next Meeting – Wednesday 26th July @ 5pm