

ALREWAS SURGERY
PATIENT GROUP MEETING
24 October 2019 5:30pm

Present:

Lorna Lewis (Chair), Ralph Seville (Deputy Chair), Jo Spence, Jenny Wray, Paula Dumolo (Nurse Practitioner), Sue Hughes, Sonia Senior (Practice Manager), Janette Potter, Stan Whitehead

1.Welcome and Apologies:

No apologies received

2.Minutes and actions from the last meeting:

The minutes of the group meeting held at Alrewas Surgery on 1 July 2019 were circulated and agreed as accurate. It was agreed that actions from the meeting would be covered in item 5. LL welcomed SW back to the group.

3. Surgery Update – by SS

Traffic Restrictions on Exchange Road

Signs and lines are now in place restricting parking on the surgery side of Exchange Road between 09:30 and 14:00 hours each day. Patients can still park on the opposite side of the road.

Flu clinics

Thanks to all those PPG members who helped out at the 2 Saturday flu clinics recently. It was great to have you involved and the staff were all very pleased to see members of the PPG there and involved. Feedback has been very good and SS advised the surgery really appreciates PPG support on these busy mornings.

Patient Online Services Promotion

We are moving ordering repeat prescriptions from our website to Patient Access. All patients who order repeat prescriptions via our website have been contacted and advised that they need to register for Patient Access services by 30 December in order to continue to order remotely. This system will also allow patients to order directly from their medical record – easier for them and us, and much more confidential – so we would really like the PPG to help us to promote this service. PPG members agreed to collect forms from reception for distribution where appropriate.

CQC call

Dr Mager-Jones and SS had a 2 hour call with the CQC inspector back in August. It went well and feedback about the surgery and the quality of the services we provide continues to be good.

We will be having an inspection very soon – likely to be in November – as it is 5 years since our last inspection. SS will let update everyone as soon as we know, as it would be excellent if the PPG were involved. Lorna and Ralph agreed to be involved.

Primary Care Networks and Integrated Care Partnerships

Across the NHS, new structures are being introduced which aim to get GP practices working together in a more coherent way. SS gave out a paper she has written on these new structures and how they are affecting, and will affect us, as a surgery in the future.

Over the counter medication

As part of the NHS campaign to reduce prescriptions for items that patients can buy over the counter and to encourage people to self-care where they can, we are starting to use “no prescription required” sheets where patients can get what they need from the local pharmacy. SS gave out samples at the meeting. We are measured on how many medications we prescribe that need not be on prescription, and the money saved will help the wider health economy greatly.

Gill Swift from Fradley pharmacy will be invited to our January meeting to talk to the group – JS to invite

4. Feedback from District engagement group - LL

The pressures on surgeries to take on more patients and the various issues with premises were discussed at the meeting. SS explained that we are still ‘on the list’ for consideration for new surgery premises, but we are not high priority at the moment.

The meeting also discussed dementia awareness work. Yoxall has been very successful and the group discussed if this was something we might like to get involved with. It was suggested that Yoxall PPG be invited to our meeting in April.

5. Improving communications/patient involvement – JW, LL

- **Pre-school village groups**

Thanks to JW, PD and RI for their work with this group and for developing the patient questionnaire for families and younger people about involvement in patient issues and in the group. JW gave out a summary of the feedback for the group to consider and highlighted the key points.

- **Flu clinic questionnaire**

Thanks to RS and LL who also surveyed patients who attended flu clinics. The key points were discussed and summary sheets were given out.

The group was very pleased that there were lots of really positive comments about the surgery services and the staff. Unsurprisingly, a number of issues were raised around appointments. Some of these were a result of misconceptions and a lack of knowledge of the options available. The PPG agreed to work with the surgery to help address these issues. There were also comments about the health visitor and midwifery services and the lack of consistency of contact from these services.

The group agreed that the surgery will respond with a ‘You said, we did’ summary in the new year. SS advised that there are already plans to upgrade the telephony system and confirmed that evening appointments can be used for school age children as well as working adults.

- **Wider patient survey**

SS asked for volunteers to be part of a sub group to develop our next patient survey to distribute amongst all patients. Suggested topics were – screening programmes, self-care and support with long term conditions. SS to set up a meeting in new year.

- **Communications**

LL, JW, RI and PD are the communications sub group. Discussed the need to tailor messages and how we distribute them to particular groups e.g. postcards for 65+, easy read or more eye catching leaflets for patients with learning disabilities, young people etc. SS currently reviewing the website to make it more attractive and modern. LL is intending to get a PPG newsletter out before Christmas.

Projects – updates

Loneliness

The Bank Drop In – continues to go well. SS is publishing on Facebook every month.

What's on in Alrewas

JW has created a sheet of social groups and activities in Alrewas. This is a useful document for everyone to use and promote.

Under 18s information sessions at John Taylor High School

The sessions have been delayed to 26 & 27 February. We are working with Barton practice and John Bridges from Tutbury PPG on this project. Four speakers are planned and there will also be information stands in the hall during lunch period.

CPR training session

JP agreed to contact Keith for potential training dates – suggested Spring 2020. JP to book village hall. A charge of £1 each was agreed to cover expenses and to make a donation to a charity of Keith's choice. JP, SW, JS and SS agreed to promote in New Year.

To be discussed further at January meeting

7. Agreed Actions

Actions were agreed

8. Date of Next Meetings

Dates for 2020:

20 January 12:45pm - Surgery. This meeting will include the PPG AGM

9 April 5:30 pm - Methodist Hall

6 July 12:45pm – surgery

15 October 5:30pm – Methodist Hall

SH to organise the booking of the Methodist Hall