

Spa Medical Patient Participation Group

Minutes of then meeting held at 6:00pm on 21 July 2016.

Present:

PPG. Margaret Webby; Chair (MW), Reverend Gwendydd Askew. (GA) Samantha Lewis (SL). Peter Pinfield (PP). Ronnie Reed (RR). Sandie Smith (SS) John Terry (JT). . Lorna Tucker. (LT).

Spa Medical Practice. Lynnette Taplin, (LMT) Joy Smith (JES).

Apologies: Teresa Harrison. (TH) Janet Smith (JS),

Actions brought forward from the May meeting.

PPG Survey, need to consider repeating this, (see below).

Arthritis Event June 16 2016.

The feedback from all involved in the Event has been extremely positive. The venue was excellent and Mr Aslam personally expressed his thanks and offered to be involved in a future event should we choose to hold one.

LT estimated 40/50 people attended it, the feedback from other PPG Network members has been positive. MW thanked the Practice for their financial contribution to refreshments,.

Speakers and Events.

It was agreed that we would not invite other speakers to meetings this year unless individual members decide to do this. We also agreed to revisit the idea of holding an Event in 2017 at the January 2017 meeting.

PPG/FFT/Ipsos MORO Surveys.

Action from May meeting. MW suggested that a few members review these surveys and create a new PPG Survey to address issues raised in the three surveys. She is happy to be involved and thought it would need at least 3 to produce the Survey and then a Rota to hand out in the Surgery. ACTION next meeting.

One of the main areas of concern raised by patients has been waiting times in the Surgery waiting to see the GP. LMT outlined a change in how the 48hour appointment system works and that she is carrying out an audit of the GP's workloads, always trying to improve the system.

A discussion took place about the increased size of the Practice (now 9000 patients), DNA 5%, and incidence of violence procedures, PP expressed the group's support for a need to have a clear structure of support for staff. MW suggested a "Mission Statement" to be displayed in the Surgery/on Website making clear the Practice's expectations of patients' behavior and attitude towards staff.

Clinical Pharmacist Role.

JES explained the Practice now employs a clinical pharmacist: Mohammed Jivraj. Mohammed is working in Spa on Mondays, Tuesdays and Wednesdays each week and will shortly be conducting chronic disease management clinics to support the nursing team. JES outlined Mohammed's role within the Practice, his role will be to support the nursing staff with chronic disease clinics: heart, asthma, and diabetes. He will be able to prescribe medication for specific conditions; he is currently reviewing the annual medication lists. PP suggested information about this addition to our service should be promoted in the D & O Newsletter.

PPG Network meeting. (MW)

MW attended the recent SWPPG Network meeting at which Tracy-Ann Leslie, gave a presentation about the proposed changes to the Physiotherapy services planned for Worcestershire, This would involve an element of self-referral.

Also present was Sarah Popplestone-Helm who spoke of the schools project run by St Richards Hospice. Sarah also gave information about Bereavement Services in South Worcestershire. (see below). The service offers the opportunity to discuss bereavement on a one-to-one basis, group support, counseling and telephone support. It is available to anyone registered to a South Worcestershire GP. Leaflets about these services were provided, MW suggested they be displayed within the surgery. She will contact them for these and also electronic copies, as PP suggested.

Practice issues/changes.

JES advised the Practice Brochure and website are currently being revised. Dr Riley, has completed her registration and will be joining the Practice on a permanent basis in August.

Healthwatch.

Healthwatch is an independent consumer champion - giving the public, patients and users of health and social care services in Worcestershire a voice. Information about services and current surveys etc. are available at www.healthwatchworcestershire.co.uk that is always worth visiting to keep up to date about health issues in Worcestershire.

PP brought members up to date on the changes currently in place for the Alex Hospital, Redditch and plans for the Acute Hospital Services; these have been ongoing for the last 4 years.

PP explained that Worcester Health and Care Trust are currently looking at how it might re-design Adult Mental Health Secondary Care Services. They will be holding consultation events throughout August and September. If you would like to attend one of these events to hear about the proposed model and give your view, please confirm your attendance in advance by emailing WHCNHS.AMHLSDU@nhs.net or by calling 01905 760222.

Details: **15th August 2016 – Redditch Town Hall – 2pm till 4pm**

22nd August 2016 – Perdiswell Young Persons Leisure Centre – 6.30pm – 8.30pm

5th September 2016 – Perdiswell Young Persons Leisure Centre – 2pm till 4pm

19th September 2016 – Simply Limitless, Kidderminster – 2pm till 4pm

Any other business.

RR wanted to record his recent excellent service from the nursing staff.

RR expressed concern about the size of the patient toilets which are far too small for some patients to access, although there is a sign to direct patients to the toilet for disabled patients and baby changing facilities, RR felt this was placed in a too high position.

JES said the Practice will be having a stall at the Droitwich Saltfest Event on 10th September, this will be in Victoria Square where it is hoped there will be a larger footfall than last year. Members were asked to support staff, by offering their time throughout the day between 10:00am to 4pm.

MW and PP had met Nigel Huddleston , local MP in April and PP asked if there had been any response about concerns raised about increase in Droitwich population. MW agreed to contact Mike Lamsden ,Salters Chair who had arranged the meeting.

MW advised she is unavailable for August and September meetings. It was agreed August be cancelled and September be held on 22nd the 4th week of the month. Action for next meeting.

D & O Newsletter: Droitwich and Ombersley Newsletter.

Bereavement Support South Worcestershire. 01905 760934, bssw@wworcestershire.nhs.uk
www.BereavementSupportWorcestershire.org.uk

Next meeting is at 6:00pm on 21st July 2016. Please send apologies to Margaret Webby.