

**DAVENAL HOUSE SURGERY PARTNERSHIP
PATIENT PARTICIPATION GROUP MEETING
Thursday 24th August 2017, 6.30pm, Stoke Prior Surgery**

Present: Patient Participation Group Member
Patient Participation Group Member
Jilly Cooper, Davenal House Surgery Partnership
Patient Participation Group Member
Jill Harper, Davenal House Surgery Partnership
Patient Participation Group Member
Gill Jones, Davenal House Surgery Partnership

Apologies': Dr Stuart Rodger, Davenal House Surgery Partnership
Patient Participation Group Member

1. Welcome & Introductions

Jill Harper welcomed everybody to the fifth Patient Participation Group meeting and everyone introduced themselves.

2. Matters Arising.

The next PPG meetings will be held on the last Thursday in August and the last Thursday in April each year in future.

Jill Harper explained PPG email in particular BCC (blind carbon copy) and apologised to all. Meetings will be advertised via posters and on the website in future. Individual emails will be sent to the few members that we do have.

3. Minutes of previous meeting –

Agreed as a true record and signed off.

4. Flu Clinic 23 September 2017 at Davenal House Surgery.

Jill H stated that we have a Saturday Flu Clinic this year and South Bromsgrove High School have volunteered to help and make it a charity event as well and they would like to raise funds for the charity MIND. The doctors will be putting up some raffle prizes, we are asking for donations of cakes and/or raffle prizes (one PPG member gave a couple of prizes Thank you. The Rovers Cafe and Holt House Interiors will be serving coffee and teas. Jill H stated that we need to be more efficient this year as some of our patients chose to go to the local chemists last year. Whilst the priority is for patients to get vaccinated at the soonest opportunity our aim is to maintain a good service within the practice.

A patient asked where do we advertise. We will put information on the website and posters around the surgery.

5. Doctors' Changes.

Named GP still stands now Dr Radcliffe, Dr Parrot and Dr Lewin have left the practice as partners and all their patients will be allocated a new Dr of your choice if you wish. We do try with continuity of care when available.

We informed the PPG members in attendance that we know have 9 regular doctors which include 5 Partners, 4 salaried GPs. We also informed the PPG that we cover The Princess of Wales Community Hospital Cottage Ward on a rota system with other practices and we look after 5 nursing homes.

A patient asked if we were fully staffed with doctors Jill H stated that we have locum doctors to cover.

Jill H explained that when you have a telephone consultation and you are offered an appointment you can request to see a doctor of your choice. A PPG member stated that it was sometimes awkward to speak to one doctor and ask for an appointment with another.

We told the PPG members of Alison Peplow our new mobile nurse that is available to visit elderly/housebound patients in their own homes. Some people abuse the system though and manage to get to their hospital appointments but can't come to the surgery.

6. On-Line Access.

Jill H stated to view your medical records you will need to fill in a form, sign to say you have read the instruction leaflet, you will be able to view bloods and old medical records.

For electronic prescribing for on-line prescriptions you will need patient access you can ask at the reception desk where you will be given a password unique to you to use this service. A patient said they were worried about other people seeing patient records Jill H stated that this is not possible as the passwords etc are individual.

Jill H said we do not have access to appointments at present as our doctor first system works well – so this is not offered at the moment. You can however, book a phone call on-line.

Jill H said she registered at New Road and explained that they had a notice up with how many patients had DNA'd that month and a PPG member asked why we did not do this and Jill explained that we do not have so many DNA's at Davenal House/ Stoke Prior because the telephone system we have here works.

7. Nursing Homes

The surgery is now looking after six nursing and residential homes which take's one doctor out of the surgery each week to do a patient clinic at each home.

This also contributes to a shortage of continuity when doctors are out of the practice but it means that the patients in nursing/care homes get good quality care. This work enables early diagnosis and planning to prevent the most vulnerable patients deteriorating and can also prevent some admissions to hospital in turn freeing up valuable resources.

8. Patients' Suggestions

- a) Parking at Stoke Prior – issue of patients parking on the pavement when calling into the surgery to collect prescriptions or similar, surgery to report to parish council.
- b) PPG and email addresses already addressed under matters arising.
- c) Good comments re telephone system and a thank you from a PPG representative who cannot attend meetings.
- d) Calls from surgery on a mobile phone (can be unclear) there is a facility which we use for deaf patients where we put “an alert” on their records to say “not suitable for telephone triage”. This type of thing can be put on for other reasons.

9. Any Other Business

- A patient mentioned how nice the displays were at Christmas and throughout the year that Gill puts up.
- The practice is in the process of replacing the TV screens at both surgeries which is free and has facility to add health advice at the appropriate times of year.
- We are now part of BPCN (Bromsgrove Primary Care Network) where 7 local surgeries work together and support each other as a group for eg: bulk buying of supplies etc.
- As a group of practices we are working with the CCG to reduce medicines waste and this will lead to certain products such as paracetamol and gluten free products not being available on prescription and Stephanie Jones our pharmacist within the practice is carrying out other work to assist with these savings.
- We asked for help at the community flu clinic charity event on 23 September.
- We asked for website ideas.

Meeting closed at 8pm.

The next Patient Participation Group Meeting will be held on Thursday 26 April 2018.