

DAVENAL HOUSE SURGERY PARTNERSHIP PATIENT PARTICIPATION GROUP MEETING

Thursday 26 April 2018, 5.30pm, Stoke Prior Surgery

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

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

Welcome & Introductions

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

- 1. Minutes of previous meeting** – Agreed as a true record and signed off.
- 2. New questions/issues from Patient Participation Group Members**
 - a. One member stated that he put a website search for Stoke Prior and it came up as not secure so we will look into this.
 - b. Members offered to help with administration tasks but we said there would be confidentiality issues.
 - c. Members asked if we could utilise the website for PPG invites. We stated that we are looking into upgrading/changing our website but would bear this in mind when doing so. Future will enable patients to interact with web site.
 - d. Changes of venue and different times were suggested for holding PPG meetings to attract people. Members suggested maybe we could work it in with Health Watch or members could sit in and chat to patients whilst they are waiting and push PPG.
 - e. Members stated that at times Parking problems arise at Stoke Prior surgery due to people parking in front of the gates to run in for a prescription it was suggested a “No Parking in Front of These Gates” sign be put up. A member suggested we speak to the council – we will follow up.
 - f. A member stated that she was having problems ordering her medication being told she was too early it was suggested she speak to Stephanie Jones our Practice Pharmacist who can bring her medications into line with each other to make things easier and able to use online ordering. One of our members mentioned Bromsgrove and Redditch Clinical Commissioning Group (CCG) prescription savings on medicines and we are very close to saving the forecast 34 million pounds due to the actions of all local practices.

3. Flu Clinic Success

Holding a Flu Clinic on a Saturday was a success along with South Bromsgrove School Children who baked cakes and organised a raffle and raised £283.00 the Doctors matched that amount and we sent £566.00 to MIND the charity that the School Children chose. We will be raising funds for the "Stroke Association" this years' chosen charity.

4. Clinical Navigation

This is phone triage and making sure phone calls go to the appropriate person, all staff/appropriate people have attended training through the CCG but we are already using this system with Dr first.

5. New Website

We informed members that we were looking into a more user friendly website.

6. Alterations – Treatment Rooms

We informed the members that we were in the process of upgrading the treatment rooms. We asked if anyone knows of a good odd job person.

A member asked if we could have 2 doctors at Stoke Prior at any one time. One member stated that she thought the stairs at Davenal House were a problem but Gill J said that anyone can ask to be seen in a room downstairs.

7. New Hub – Extended Access

Jill H informed the members regarding the Hub at BHI Parkside The Bromsgrove & Redditch Neighbourhood Team working together with local practices to provide extended hours the starting point being evening surgeries at 6.30 – 8pm where there is a doctor, nurse and HCA every other week at the moment.

8. Doctor Changes

We notified the members that Dr Aparna Oozageer is a new partner in the practice and Dr Rachel Pemberton has had a baby boy.

9. Any Other Business

One of the members stated that before Christmas she had a tweet from the CCG to say that your GP surgery is open 8pm-8pm if you need an urgent appointment over Christmas. We said they must have meant the urgent out of hours on 111 as this was not the case.

NEXT PPG MEETING WILL BE HELD ON THURSDAY 30 AUGUST 2018 TIME AND VENUE TO BE CONFIRMED NEARER THE TIME.