**BLOXWICH MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP**

**MEETING MINUTES**

**TUESDAY 15th SEPTEMBER 2015**

**Attendances: Apologies:**

Dr D C Johnson Ray Bunn

Trevor Hancock Nicole Bullingham

Julie Hykin

Maggie Ward

Barbara Leese

1. Minutes from previous meeting:

All agreed a true record.

1. Matters Arising:

No matters arising.

1. Friends & Family:

Please see attached précis of choices and comments made on the Friends & Family Test cards submitted to CQRS for May, June, July and August 2015.

In an attempt to obtain more comments from patients, Clinicians, reception staff and the PPG will actively encourage patients to fill in Friends & Family Test cards for one day each month.



1. Diabetes Awareness Days:

Maggie will ensure the table is set up in the reception area in readiness for the Diabetes Awareness Days on 23rd and 24th September 2015.

PPG leaflets, Flu leaflets and Friends & Family Test cards will also be displayed/promoted at these events.

1. Informal Invite for Pinfold HC PPG’s.

Trevor reported that St Mary’s Surgery did not respond to his invite. He did, however, meet with Field Road Surgery’s PPG who were interested only in the car park issues and Dr Khan’s practice manager who said they were due for a visit from Steve Corton as they have only 2 PPG members and have had difficulty attracting any new members.

1. National Association of Patient Participation (NAPP):

The CCG have agreed to pay for PPG’s first year subscription to join the NAPP worth £60.

The members thought it a good idea to take advantage of this offer. Maggie is awaiting an email from the CCG to ascertain if the offer would still apply to BMP PPG as it did subscribe to NAPP for one year a few years ago.

1. PPLG Meeting:

Trevor and Julie attended the PPLG meeting held on 8.9.15.

They were informed that hearing aid batteries were being outsourced to Specsavers. Patients would first have to obtain a card from their GP to ensure there is no wax present. The service is for mild hearing loss only.

Dr Johnson said she was reluctant to promote only one optician business; Scrivens do a hearing service too, as they would be part NHS contracted and Private.

The meeting also had a presentation by Dr A Rischie, Clinical Lead for Urgent Care, regarding the new Urgent Care Centre opening in Market Square, Walsall on 1st October 2015. However, there was no information regarding urgent/routine policy. Dr Johnson informed the group of the following:

The Walk in Centre will change to the Urgent Care Centre in the Market Square and there is an existing Urgent Care Centre in the Manor Hospital. Both centres will provide the same advice and treatment for illness or injuries which are not life-threatening, but are too urgent to wait for a routine appointment with the GP. Patients will be triaged and re-directed to GP surgeries if it is not deemed an urgent matter.

An answer to the question raised regarding whether routine dressings etc., will be treated by the Urgent Care Centres when GP surgeries are closed is awaited from the CCG.

In December 2015, the Urgent Care Centre will move from Market Square and relocate to the Saddlers Centre, Bridgeman Street, Walsall.

The PPLG is looking to form a PPLG Sub Committee. Advertisements promoting the importance of PPGs will be advertised in local papers.

Training programmes are being instigated.

Julie proposed going into schools to promote PPGs. Trainee nurses, medical students and trainee pharmacists could also be approached to join BMP PPG

Steve Corton will be stepping down from his post and Hardeep Cheema will be the new Senior Communication and Engagement Manager.

The date of the next PPLG meeting is on 20th September 2015.

1. GP Online Service:

Dr Johnson advised members of a forthcoming online GP service which the CCG is funding for a 12 month period. It will be a non-urgent, self-help service enabling patients to type in their symptoms that a GP will read and then reply.

Date of Next Meeting:

10th November 2015.