**BLOXWICH MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP MEETING MINUTES**

**TUESDAY 16th July 2019**

**Attendees: Apologies:**

**Dr Brand Anthony Parker**

**Trevor Hancock Ray Bunn**

**Maggie Ward**

**Gail Crawford**

**Karen Williams**

**Rebecca Beale**

**Doris Clarke**

**Peter Clarke**

**Minutes from Previous Meeting:**

All agreed true record

**Matters Arising:**

Maggie informed Julie that we now have a MacMillan board at the back of reception and payment received from CCG.

Julie was approached from St Mary’s Surgery PPG Chair regarding amalgamating for awareness events. Karen will speak to St Mary’s and Pinfold Surgery managers.

**Friends and Family Test:**

There was 1 card for May and 1 for June. There were no completed cards for July despite friends and family being promoted.

 

**Online Services:**

37.19% achieved – the target set from CCG is 35%

Dr Brand confirmed with Karen that new patients are automatically registered for online services when they join the practice.

Online services by proxy where parents/carers can book appointments etc on patient’s behalf is now available. Karen will find out regarding children online services with the process of what happens when a child reaches the age of 16.

**Printer/ Laminating Materials:**

No reimbursement is required by Julie at this time.

**Self -Care:**

Rebecca Beale is the self-care champion for the practice; which involves encouraging patients to buy over the counter medication instead of attending the GP Surgery for prescriptions for minor ailments such as diarrhoea or hayfever etc.

Self-care Awareness Events have been arranged for:

Tuesday 6/8/2019 from 9am-11.30am Trevor, Doris and Peter have agreed to attend. Tuesday 17/9/2019 from 9am-11.30am Trevor will attend with assistance from Maggie.

Julie has agreed to set up a notice board and Karen has agreed to source promotional material and email the surgery pharmacist to ask if he would be able to attend the events.

**Report of PPLG Meeting:**

Please see attachment containing the report from Trevor read out at the meeting.

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Julie informed the group of the non-clinical cancer champion information that she gathered from the PPLG meeting. 36 out of 52 practices have signed up for this which covers 75% of the Walsall population.

Also that cancer patients need to be referred early for benefits advice as this cannot be back dated.

Julie mentioned that no non-clinical cancer champion from the practice had attended the recent meeting. Karen said that Sue, unfortunately, was unable to attend. She will try to arrange another meeting with CCG.

BMP are on the list for practices going for gold. Julie explained that this is how well practices are doing in activity and feedback. Julie also asked if Sue, our cancer champion, had filled in the template which practices will get payment for including the bowel cancer screening event. Karen will be speaking with Sue.

Julie also mentioned that the bowel screening process had changed. 1 sample is required instead of 3. She continued to say that 16% more people responded to telephones invites/information than by letter.

**Any Other Business:**

Dr Brand asked the group for ideas in promoting carers to increase the numbers for the practice. The number of carers on the system needs to be increased. We currently have 5% (approx 200 patients) and we have only 80 patients. Julie asked for some information leaflets so that they can be given out to patients on the same day as the self-care awareness event. She also read out the definition of a carer for the benefit of the group. Maggie will call the carers service for more information.

Dr Brand gave the group information regarding a practice performance national survey. 243 were sent out and 95 returned.

Below is a selection of some the questions:

Seeing preferred GP - national average is 48%, BMP achieved 58%

Satisfaction with opening times - national average 65% BMP achieved 75%

Overall experience - national average 83% BMP achieved 91%

Enough healthcare support received – national average 78% BMP 73%

Pleasing results for the practice.

Maggie informed the group that Sharon White was unable to attend the meeting today; but she would like to arrange another bowel screening awareness day later on in the year. Maggie will liaise with Sharon to arrange this.

Julie informed the group that there is a MacMillan coffee morning held

by St Mary’s Surgery 17.7.19 .

Karen produced a letter sent in from Eddie Hughes, Walsall North MP, promoting a health fair on the 31.8.19 from 10am-2pm in Bloxwich. Maggie will contact Sharon White to ask if she would like to have a stand to promote bowel screening at this event.

**Dates of Next Meeting:**

15/10/2019 at 1pm

21/01/2019 at 1pm