

## MINUTES FROM PATIENT PARTICIPATION GROUP

TUESDAY 13<sup>th</sup> MAY 2014

### Attendees:

From the Practice:

- Carol McAndrew
- Dr Sue Harrower

Patients:

- Jacqueline Evans
- Annette Laurance
- Oliver Buckley

Apologies:

Robert & Barbara Hargreaves  
Helen Vickrage  
Barbara Bown  
Kenneth Leedham

Minutes from last meeting were approved and signed off.

Welcome to new members Annette and Oliver.

**Urgent Care** - patients are still confused at where to go for treatment. Patients should contact their GP in the first instance (unless an emergency) and if the surgery is closed they will be put through to BADGER who can advise as to whether the problem can wait until the GP surgery is open, or if the patient needs to attend the Walk in Centre or for more serious injuries they will be advised to attend A&E.

At Solihull Hospital at present there is a Walk in Centre, further on there is BADGER and further on there is A&E. However, A&E at Solihull Hospital is more for minor incidents, for anything serious patients will be sent to Heartlands. There is no paediatric urgent care at Solihull A&E.

The plan is to have everything under one front door, hopefully with a trained nurse directing patients where to go. There will be a new name 'Solihull Urgent Care Centre'. This is going out for procurement by the Autumn and should be up and running hopefully by September 2015.

**Central Care Records / Care.data** – we discussed how we already have summary care records in place which includes allergies, adverse reactions and medications which can be shared with various health services. Patients have to opt out of this and will automatically be opted in. There is a new incentive called Central Care Records which is only for Birmingham, Sandwell and Solihull area at the moment and this will include a lot more information, mainly your medical problems. This is also opt out. As with summary care records whenever people want to look at your care records they will need to ask your permission first. Then there is Care.Data which is a government & NHS England incentive and this will collect general information, e.g. how many people are diabetic in Solihull, but the fear is the commercial sector will gain access to this information. Again this is opt out.

For the moment Central Care Records and Care.Data has been put on hold.

**Cancer Toolkit** - this is a toolkit the practice used to pick up coding to see who is at risk of cancer, e.g. if a patient smokes the toolkit will pop up on the screen and ask has the GP thought of lung cancer. We asked for the PPG members thoughts on using this and all seemed OK if it benefited research and the Practice.

**Any other business** - Sue Harrower discussed medicines waste and how £35 million a year is wasted just in the West Midlands alone. It seems to be patients register with local pharmacy and order their medication and have it delivered, however the pharmacy should check with them do they require all medication but most of them don't and just deliver everything. Also, some patients don't like to let the GP know they have stopped medication because it didn't agree with them and so keep ordering it. All unused medication has to be destroyed and cannot be reused. We asked PPG members if they could come up with any ideas as to how we can help with this.

We discussed a couple of new incentives at the moment. Patients aged 75 and over need to have a named GP accountable for their overall care. However, patients can still see any GP and their treatment will not change. Letters will be sent out to patients soon.

Also, there is a new service being introduced called 'preventing unplanned admissions'. This will involve setting up a care plan for patients who have attended hospital frequently in the past; the Practice will involve other agencies, e.g. occupational therapists, physiotherapists, district nurses, etc and we will work together to try to prevent patients going in and out of hospital.

**Chair: Kenneth Leedham**

**Secretary: Jacqueline Evans**

**NEXT PPG MEETING ARRANGED FOR TUESDAY 29<sup>th</sup> JULY 2014 AT 6.30pm**