

MINUTES FROM PATIENT PARTICIPATION GROUP

THURSDAY 25.8.2016

Attendees:

From the Practice:

- Carol McAndrew
- Dr Susan Harrower

Patients:

- Helen Vickrage
- Kenneth Leedham
- Catherine Hughes
- Tom Buckley

Apologies:

Barbara Bown
Jacqueline Evans

From the CCG:

- Hannah Nurrish

Minutes from last meeting were approved and signed off.

Skype - Hannah explained 7 surgeries in the Solihull CCG are piloting the Skype project and Coventry Road Practice are one of them. This is not suitable for all consultations and not suitable for everyone and will not replace face to face consultations.

The CCG have found there is lots of opportunity where patients need quick follow ups – ‘how are you getting on?’ appointments, also it is useful for inhaler techniques as the Doctor can see exactly how patients are using their inhalers as quite often the technique is wrong and the Doctor is able to advise a better way. It was thought it would be useful for younger patients attending college as these patients have raised concerns as college might not be local to their home and they find it difficult to get appointments at their Practice.

The reason for using Skype rather than FaceTime was for security and accessibility reasons.

DEiS (Delivery Excellence in Solihull) - Practices work closely with the CCG focusing on certain projects. For example, patients with learning disabilities need to attend the practice for their annual review, it is up to the Practice to contact these patients and invite them in to see the GP to have a review and put in place a plan focusing on patient needs.

Also polypharmacy reviews – this is where patients may be on more than 10 medications. GPs need to look at their medications and make sure none of the medications interact with each other and make sure all medications are necessary.

Diabetic patients were also looked at closely, making sure they had an enhanced review, making sure they are on the correct medication and their diabetes is kept under control. Diabetic patients (where possible) are reviewed in the Practice.

This is just a few examples of the enhanced services the Practice undertake.

Contact the Elderly - Once again we have had great feedback. Patients seem to be thoroughly enjoying themselves and we are now up to about 12 patients. Pamela from Contact

the Elderly attended our last meeting and we are all invited to lunch at the Village Hotel in December on a Thursday lunchtime for a treat!

Our next tea party is Thursday 1st September at 1.30pm. We have a new driver...welcome Harry.

Practice Refurbishment - The Practice has been turned down for funding to have the Practice updated, but we will apply again next year. The main concern was the reception area and how this needs to be looked at maybe sooner, as patients previously expressed concerns about confidentiality. Carol will discuss this with the Partners.

Any Other Business – The flu season is approaching and Hannah has given Carol badges and information to promote the Skype project. Helen has asked for help with a fact sheet on medicines waste so when we have our Saturday morning flu clinics the ladies can speak to patients about Skype and medicines waste. Carol has emailed Fiona (the Practice Based Pharmacist) to help out with some facts and figures.

Chair: Kenneth Leedham

Secretary: Jacqueline Evans