

MINUTES FROM PATIENT PARTICIPATION GROUP

TUESDAY 3RD FEBRUARY 2015

Attendees:

From the Practice:

- Carol McAndrew
- Mandy Weale
- Dr Susan Harrower

Patients:

- Jacqueline Evans
- Helen Vickrage
- Barbara Bown
- Kenneth Leedham
- Terence Blakely
- Catherine Hughes
- Oliver Buckley

Apologies:

Barbara Hargreaves
Robert Hargreaves

Minutes from last meeting were approved and signed off.

Friends & Family Test - We discussed this new survey at our last PPG meeting and it was implemented on 1st December 2014. Carol handed out copies of all comments received as part of the Friends & Family Test. On the whole the Practice received good comments, most patients were happy with the service they had received, although there were still some issues surrounding access.

It was felt that this was a good way of getting patient feedback, we thought mainly due to it being anonymous and such a short survey. It allows the Practice to see if there are any trends we can pick out and also it is a good opportunity to praise staff when they are doing well.

Pharmaceutical Needs Assessment Survey – this survey was put in our waiting area for patients to complete. Ken and Robert looked at the results (all 170 pages!) and there was little to disagree with. The assessment draws on a survey and the results are in line with what we would predict. There are approx 200,000 people in Solihull 5,000 copies were distributed and most people responded electronically total response 326.

The Assessment finds that the boroughs needs are broadly met and details how pharmacies will play a more diverse roll in health provision. Pharmacies seem willing to take on further functions if they are commissioned. It was suggested in the future pharmacies would like to take on NHS health-checks, phlebotomy and alcohol cessation. Most of the PPG members were in favour of phlebotomy as this worked well recently in Boots, Mell Square. Also as smoking cessation works well with pharmacies alcohol cessation could be equally as effective.

Clinical Commissioning Group (CCG) - Dr Susan Harrower updated the PPG members on the CCG. As we are approaching the end of the financial year, Solihull CCG have to make cuts as we have overspent on our budget. Solihull CCG buys/commissions care for patients in Solihull. GP Practice contracts currently sit with NHS England who monitor Practices, but it was recently felt that as clinicians were having more input on how care was purchased, NHS England are looking at CCGs taking part of the contracts over. As NHS England look after contracts nationally it seems sensible to have contracts more localised as different areas require different types of care in the community. Solihull GP surgeries have decided to go for

co-commissioning with the CCG which is due to start on 1st April 2015. The changes will be slow to start with but potentially this could show great improvements with patient care.

We also touched on NHS 111 and how this is not working as well as it should be. Staff have been trained to follow written protocols, but this has caused an increase workload on emergency services.

Dr Sue Harrower informed PPG members on the Solihull Medical Partnership. This is where 6 practices are joining together. They will have one central call centre where appointments will be made and messages will be taken. If a patient needs an urgent appointment, if none are available at their registered surgery then they could potentially be offered an appointment at one of the other surgeries. The PPG members felt this could work well and allow patients to see Clinicians who specialise in certain areas (i.e. some GPs specialise in fitting coils and this could save patients attending the Family Planning Clinic).

Chair: Kenneth Leedham

Secretary: Jacqueline Evans

NEXT PPG MEETING ARRANGED FOR TUESDAY 23rd JUNE 2015 AT 6.30pm