

MINUTES FROM PATIENT PARTICIPATION GROUP

TUESDAY 29th JULY 2014

Attendees:

From the Practice:

- Carol McAndrew
- Dr Vino
- Mandy Weale

Patients:

- Robert Hargreaves
- Barbara Hargreaves
- Oliver Buckley
- Ken Leedham
- Barbara Bown
- Catherine Hughes

Apologies:

Helen Vickrage
Jacqueline Evans

Minutes from last meeting were approved and signed off.

Welcome to our new member Catherine Hughes.

Pre-op Assessments - The CCG have been looking at pre-operative assessments and how they can implement a system (where it is safe and appropriate to do so) to prevent our patients having to needlessly attend a hospital setting for their POA. The benefits to this would clearly be there for avoiding additional and often unnecessary attendances for our patients whilst also increasing efficiency gains for both the provider and commissioner at a time of severe pressure and scarce resource.

Coventry Road Practice are currently piloting this new service where all patients between ages 16 and 59 years old complete a pre-op questionnaire if they have been referred for surgery and this questionnaire will be attached to the referral and sent to the hospital.

On-line Access for Patients – We looked at opening on-line access for our patients to book their own appointments and order medication through our clinical system (not the website). The PPG members looked on-line at setting up their own passwords and actually booking an appointment and ordering medication. Robert has already been using the system and has found it quite easy to use. Obviously, this will not suit everyone and patients will still be able to telephone the surgery or come in and book appointments/order medication.

We plan to roll this out on 1st September 2014.

Survey for Patients – Carol asked the ladies if they could come in again during one or two of the flu clinics to conduct another survey on what patients want and how they feel the surgery could be improved.

We spoke about the 'future for general practice' petition and how general practice conducts 90% of patient contacts in the NHS for just 8.39% of the UK NHS budget. Our PPG members did have concerns about GP practices in the NHS and felt this could be discussed further when they conduct their survey.

Data sharing – 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.

Members were given the Practice opt out leaflet explaining the difference. If you would like further information please ask reception.

Organisation update – Dr Vino explained how there have been some major changes in the NHS recently, the main change is CCGs have been introduced (taken over from the PCT). The CCGs are clinically lead now and they look at what service are required and put a case forward to purchase healthcare. More patient involvement is required. Healthcare screening is a big area now for the NHS and this is provided by Public Health. The surgery does offer Health Screening (well man/woman) check for patients aged between 40-74 who do not suffer with any chronic illness and do not take any regular medication. During this assessment the HCA will take blood, BP and patient history and work out their risk of developing heart disease and discuss changes that can be made to improve patients health.

Any other business - We discussed the Walk in Centre and how this had been commissioned until September 2015 and there was no change expected until then. We looked at the urgent care leaflet for Solihull Hospital and discussed the changes expected later in 2015 with all accident and emergencies going to Heartlands Hospital and how Solihull Hospital will be a minor injuries unit with a Walk in Centre for emergencies. Leaflets are in reception for further information.

Chair: Kenneth Leedham

Secretary: Jacqueline Evans

NEXT PPG MEETING ARRANGED FOR TUESDAY 7th OCTOBER 2014 AT 6.30pm