

## **Aylmer Lodge and Cookley**

### **Patient Participation Group**

**Minutes of the meeting held on 12<sup>th</sup> November 2014** (To be agreed)

**Present;** Barbara Pugh (Chair) Julia Stanfield (Secretary) Di Millett (Practice Manager) David Coultas; Elaine Botfield; Anne Rendell; Margaret Rodgers; Diane Woodward.

**Apologies;** Janet Rogers; Peter Bishop; RoniSolomons; Heather Fulcher; Frances Peckham.

**Minutes** - The minutes of the previous meeting were read and agreed.

#### **Matters Arising**

During the Floorwalking, volunteers are reporting any problems with the check-in screen to the Receptionist, who is getting the matter resolved.

There are currently 2 or 3 vacancies on the group. Member, Mr John Younger, has stepped down from the group. Barbara has written to him to acknowledge his contribution and extend our best wishes.

Diane undertook to put a message on the Practice website inviting new members.**Action by Diane.**

#### **Guest Speaker; Ms Louise Parsonage from the Health and Wellbeing Buddies**

Louise outlined this scheme which aims to help patients with social, housing, money or other problems, which may be affecting their health. There are currently 6 surgeries included, with the intention is to include all Wyre Forest Surgeries in the future. The Buddies are volunteers, who receive training by, and support from, the Citizens' Advice Bureau (CAB.) Patients can be referred to the buddies by a doctor or nurse and the Reception staff will make them an appointment with a Buddy. There is no waiting list at present so patients can be seen promptly.

So far Buddies are finding that social isolation and general mental health issues are the most common subjects raised.

#### **Contact Details**

Ms Louise Parsonage, Community Development Worker, Kidderminster CAB; Tel 01562 60194

Or ;[communitydevelopment@wyreforestcab.cabnet.org.uk](mailto:communitydevelopment@wyreforestcab.cabnet.org.uk)

#### **Speaker; Dr Shafique Ahmad, Registrar at Aylmer Lodge**

Dr Ahmad explained to the group the training undertaken to become a GP. Once a person has qualified as a doctor, they can do three further years to get into general practice. They will have a year and a half in an acute hospital setting and the same in general practice. They may also be placed in other specialist areas. There are two exams; one is knowledge based and the other is an assessment of their clinical skills. They also have to complete an electronic portfolio, which must show personal reflection on interesting cases.

Whilst in the general practice placement, the doctor will participate in the Out of Hours service. Dr Ahmed explained that it was very competitive to get into general practice and that he believed that the training equips you well to become a GP.

The doctor has a Clinical Supervisor in each placement and one educational supervisor throughout their training.

Following questions from the group, he said that GPs had good access to their more specialised colleagues in hospital and could either discuss a case in detail or have the patient admitted if it was an emergency. A member pointed out that hospital consultants could no longer refer a patient to each other but had to refer back to the GP for action, which she thought meant some discontinuity for the patient.

Barbara thanked Dr Shafique for his interesting and helpful presentation.

### **Practice Matters**

Diane (Practice Manager) told the meeting that from 1<sup>st</sup> December, the 'Friends and Family Test' will be introduced and showed us the comment cards which will be used. This is a contractual requirement and patients are asked whether they would recommend the practice to their friends and family. The completed cards will go in a box in the waiting room and practices have to collate the data each month, the results will then be published on the NHS Choices website from February 2015 onwards. The Floor walkers were asked to promote the use of these cards.

Diane also outlined a requirement of the GP contract for online viewing of medical records to be made available to patients next year, (this will include allergies, adverse reactions and medication) and asked if the PPG would act as 'guinea pigs.' Patients must first be registered for Patient Access i.e. the same site where you can already order repeat prescriptions and book doctors' appointments. Several members agreed to be guinea pigs.

Action; Diane will send the information to Julia

Action; Julia will disseminate it to the group.

From January 2015 the Care Quality Commission (CQC) will visit each GP practice each year. The practice is given two weeks' notice of the visit.

A member asked whether patients were allowed longer appointments than the usual 10 minutes. Diane explained that Receptionists have a list of the procedure which need longer appointments and that the doctor can specify a longer one.

In answer to a query, Diane outlined the new Super Partnership, which is being set up by five Wyre Forest GP practices. Aylmer Lodge Cookley Partnership is not involved in this.

Anne will be attending the CCG meeting soon and will forward any issues to Julia for sending out to members.

Action; Anne and Julia

### **Future of the Diabetes Xpert Courses.**

A patient had asked Julia to raise awareness of a concern that these courses may be discontinued as they appear to be unavailable at present. They have been extremely valuable in helping him and a thousand other recently- diagnosed local people manage their diabetes more effectively.

Anne offered to raise this under Any Other Business at the CCG meeting next week.

Action; Julia to obtain permission from patient and send Anne the details for discussion at the CCG meeting.

### **Flu Clinics**

There seemed to be plenty of publicity for these although individual letters were not sent out this year. Attendance seemed good and eligible people can still book an appointment with the nurse, if they missed the clinics.

Concern was raised about medication pharmacies were issuing that was made by different manufacturers, so that both the appearance of the tablets and the packaging were very varied. This might be very confusing for patients.

Action; Barbara to invite a Pharmacist to speak at our next meeting.

### **Health Watch**

Barbara reported back from this meeting. New publicity material is being circulated. Julia informed the meeting that Barbara was now one of four members who have been co-opted onto the Health Watch Board.

Barbara outlined some changes at the hospitals in the Worcestershire group. She also promoted the use of the free Shuttle bus service (W3) now available between Worcester Hospital and The Worcester Warriors Rugby ground at Six Ways. Both the parking and the bus are free and are aimed at easing the notorious parking problems at the hospital itself.

### **Cookley Feedback**

Our Cookley reps were not able to attend today, due to ill health, but had sent a message to say there were no issues to raise; everybody they speak to seems very satisfied.

### **Aylmer Lodge Feedback**

There will be no annual survey this year but Barbara, Julia and others are to meet with Dr Carter soon to put forward the most important patient issues and agree an action plan.

Action; All group members to pass their points on to Barbara and Julia

### **Post Christmas Meal**

La Brasserie was decided on provided it is open at lunchtime. It was agreed that this should be for members only, not their partners to keep the occasion cohesive. They can provide meals for a Coeliac diet. Julia to contact La Brasserie and inform members.

**Floorwalking**

The rota was filled in.

**Date of next Meeting 7<sup>th</sup> January 2015 at 6.30.**

**AGM will be on 4<sup>th</sup> March 2015.**