

# **Aylmer Lodge and Cookley**

## **Patients' Participation Group**

### **Minutes of the Meeting on 3<sup>rd</sup> September 2014**

**Present;** Barbara Pugh (Chair) Julia Stanfield (Secretary) Frances Peckham; Margaret Rogers; Diane Woodward (new member) Heather Fulcher; Roni Solomons; David Coultas; John Younger; Peter Bishop (Cookley) Janet Rodgers (Cookley) Sheila Varilone, Diane Millett (Practice Manager); Lisa Benton (Practice Administrator Cookley) Elaine Botfield.

**Apologies;** Anne Rendell

### **Care Quality Commission (CQC) and Infection Control**

Sheila is Clinical Lead for Infection Control and Lisa is Administrator for CQC.

They explained to the meeting some of the requirements for maintaining a clean and safe environment in the surgeries, both for patients and for staff. Records must be kept, for inspection by CQC, of all infection control measures including for example, the temperatures of the fridges where vaccines are stored and how the cleaners maintain safe levels of cleanliness.

CQC will now inspect each GP surgery every two years and give two weeks' notice of their planned visits. They also consider how the surgery communicates with patients, how they care for different groups of patients such as those with learning difficulties or long term conditions. The Practice will be given a rating and they are aiming to be classed as 'outstanding.' Inspectors will speak to any patients who are in the surgery during their visit and their report will be made available to the general public.

Barbara thanked Sheila for her presentation and Sheila left the meeting.

### **Minutes**

The minutes of the June meeting were agreed and signed.

### **Matters Arising**

Recycling medicines for use in Africa; Di explained that this scheme was operating successfully at the Cookley Surgery as they have trained dispensers. However it would not be possible at Hume St because of the lack of a trained person to sort the returned medicines and the sheer amounts involved.

Di confirmed that the building at Hume St is owned by a developer and leased to the partners.

### **Cookley Surgery Feedback**

Nearly 500 people have signed the petition supporting GP Practices. Thanks go to Janet and Peter for promoting this at Cookley.

### **Aylmer Lodge Feedback**

The Electronic Prescription Service (EPS) is working well despite a few teething problems. Doctors can now send the prescription electronically to the patient's nominated pharmacy.

Di explained that if doctors send an urgent prescription to Cohens Pharmacy during a consultation, the patient must go to the Pharmacy desk to tell them that they are waiting.

One member reported an early problem with EPS, which Di said he should have reported immediately to her, for a quick resolution.

Members were concerned that youngsters were gathering on the car park in the evenings. The Police and the caretaker are regularly moving them on.

The floor walking at Hume St is going well and is very much appreciated by the staff.

One floorwalker had noticed that Care Homes sometimes collected numerous prescriptions, which held up the queue and she suggested that they were collected from the back office. Di went on to make the point that the receptionists can always ask for assistance, should they need it. Sometimes the receptionists for Northumberland House and Aylmer Lodge help each other out if one desk is very busy.

Tom, Roni and Peter are willing to help by patrolling the car park. They will meet with Lucia, the Buildings Manager, to discuss how to deal with people parking at Hume St, when they have no business here. **Action; Frances will ask Tom to ring Lucia and arrange a meeting.**

Barbara requested that one notice board in the Waiting Room down stairs be designated for the PPG and a suitable heading put up. **Action; Di agreed to arrange this.**

Barbara asked for an updated list of the room being used by the doctors and nurses for floorwalkers to refer to. **Action; Di agreed to arrange this.**

Named GP for patients 75 and over – a member commented on the new arrangement whereby each person over 75 will have a named doctor. The group felt that this was a helpful move. Di explained this is a requirement of the General Medical Services Contract for 2014/15.

It was confirmed that Northumberland House also has a PPG.

## **System for Appointments**

If a doctor asks a patient to see him/her again soon and there are no appointments available, they will give the patient a pink slip to present at reception, this gives the receptionist permission to use a 'book on the day' appointment.

## **Feedback from Health Watch**

Barbara informed the meeting that Kidderminster Hospital is to do more elective surgery in the future.

There is an intention to combine Cookley Ward with the Grange for rehab, if funding is obtained. The Grange will then close.

There is an Urgent Care study taking place in all Worcestershire Hospitals.

A new Stroke Rehab Unit is to open at Bromsgrove for North Worcestershire. Start date not known.

Barbara attended the Clinical Commissioning Group meeting yesterday on behalf of the PPG.

## **AOB**

We were asked if we could bake a cake for a Coffee Morning for MacMillan Cancer Support at Cohens Pharmacy on 26<sup>th</sup>/27<sup>th</sup> September.

One member urged the group to see the website for Al-Anon, who support the families of people with problem drinking. [www.al-anon.org.uk](http://www.al-anon.org.uk)

A member wished to praise the practice for the prompt treatment he received here. He was given an emergency appointment, seen very quickly and sent straight to hospital. He expressed his gratitude to the staff.

It is often difficult to understand NHS language, particularly when abbreviations are used. **Action;** Lisa offered to send links to a 'Jargon Buster.'

Barbara asked if people would like to go out for a PPG lunch after Christmas. The meeting seemed in favour. Two members will need food suitable for people with Coeliac Disease. **Action; Everyone who would like to go should let Julia know ASAP.**

The meeting was closed at 8.15.

**Date of next meeting Wednesday 12<sup>th</sup> November at 6.30.**

(Heather gave her apologies.)

