

Meeting No 40

Minutes of Holland Park Surgery Walsall Patients' Representative Group

Thursday 2nd May 2019 at 12 noon

Att: Chairman; Brian Stringer, Lilian Addis, Christine Bladon, Lesley Bloxham, Alan Morgan, Ken Reynolds, John Carver, Sarah Mycock, Heidi Hewitt, Greg Bloom, Maggie Bennett.

Apologies: Jeff Powell, Estelle Powell, Julia Moore, Jill Morgan and Eric Windsor and Dr M Stevens.

Minutes of last meeting.

Minutes of the last meeting were read and agreed. PRG Meeting minutes 28th February 2019.

1. Matters Arising

- GB explained to the group regarding the DNA'S, it is 7 times before a removal is requested but after 3 DNA's you get a letter. If then there are a further 2 no shows the patient gets a second letter for 5 DNA's. Once it goes to 7 DNA's the patient can be removed but we have to make sure the patients' health is not affected and they have medical care in some circumstances.
- HH reported to JC about his problem with the call minding service. HH has spoken to the company who provide the service for the practice but they cannot make just one line visible to patients it would be all therefore every time the doctors rang from their rooms it would then show to the patients and we do not want this to happen as patients can then directly ring into GP/Nurse rooms.
- JC just wanted to point out that in the minutes it was documented that the working group for the new survey would decide on numbers to complete the survey. This will not be the case, they will not decide on how many should complete it. JC also apologised to the group as he had been exceptionally busy so had not had the time to arrange to meet with the group.

2. Practice Manager Update

- GB informed the group that the surgery was having a new telephone provider which is a cloud based system, this will be better to monitor call volumes at certain times of day to see how many patients are waiting in a queue. This should be setup without causing much disruption.
- GB informed the group that staffing wise things are still the same.

- GB also informed the group that the rota for the doctors dealing with the home visits is going well. With the new system in place the patients can ring in the morning, the doctor can then assess the situation and if need be can go to visit the same day. With the volume of nursing home patients in the Brownhills area being registered with Holland Park Surgery this seems to be helping, it also helps with end of life care/better quality of care. GB confirmed to JC that the GP's are shared on a rota basis across the 5 surgeries.
- MB queried about the named GP that is offered as Dr Stevens. GB advised that although Dr Stevens is everyone's named GP patients are offered the next routine appointment with a GP of their choice but can see any other GP.
- The practice is meeting all targets for patients with long term illnesses; this is measured by a system called QOF targets. GB thanked HH/AJ and their team for all their hard work with the administration side and Dr Stevens and his team with the clinical side. It was a high percentage to achieve considering the high prevalence of poorly patients.

3. Suggestion Box

A thankyou note was received from a lady who had a blood test. She was very pleased with the care she received from our nurse Lisa Holmes.

4. Any other business

Patient & Public Liaison Group. JP gave HH a letter that he had received from the PPLG to vote for the next chair person. JP recommending Les Woolridge but wanted the group to read the letter and decide in his absence. HH read out the letter for both parties that were standing for election. The group have decided to wait for JP to return but feel that Les Woolridge would be the best one. HH to speak to JP on his return and return the completed letter.

MB asked about the Macmillan Coffee morning that was going to be arranged and that maybe the lymphoedema service could be involved as there wasn't much advertisement for this service. HH to speak to Libby Hall about a date.

Date of next meeting – Thursday 27th June 2019 @ 12 noon.