

**Dr H N Choudhary**  
**Chase & Heath Hayes Practices**

**PATIENT PARTICIPATION GROUP**

Minutes of Meeting held on  
**Tuesday, 7<sup>th</sup> March 2017**  
at Heath Hayes Health Centre.

**PRESENT**

Gordon Alcott (Chair)  
Joan Brookes  
Dr H N Choudhary  
Eric Edge  
Jean Gobsill  
Patricia Gore  
Sharon Heggs  
Linda Jones  
Gill Knight  
Nora Price  
Pauline Scott

**1. Apologies**

Apologies were submitted from Sue Bard, Christopher Dyke, Graham Garbett and Carol Smythe.

**2. Minutes**

Minutes of the meeting held on 6<sup>th</sup> December 2016 accepted as a correct record.

**3. Items raised from last meeting:** None raised

**4. Presentation – How the Private Sector fits in with the NHS**

The proposed presenter was unable to attend so Pauline Scott covered this item. She explained that in order to meet demands, Incentive Lists are outsourced to private hospitals but the same rates are paid. E-Referral (otherwise known as Choose & Book) is used by this practice where a URBN number is issued. Local hospitals are listed first but patients need to say if they want a hospital further afield. This triggers a referral letter. The Practice will follow up if the patient has not had an appointment after 6-7 weeks. Urgent Appointments should take place within 12 weeks; and Fast Track appointments within 2 weeks.

**5. Report from Practice Manager**

- a) Dr Choudhary commented that Locums were reporting that patients were good and vice versa. He explained that most GPs within the Practice are static i.e. they operate from one surgery or the other and patients generally make good comments. Dr Choudhary is the most mobile moving between both surgeries. He confirmed that Dr Patel, Locum Registrar (female) worked 3 sessions and all the other GPs (male) were full time.
- b) Pauline handed out a table showing DNAs during the month of January for doctors, nurses and HCAs. Discussion followed and it was noted that Mondays seemed to be a particular problem for missed doctor's appointment? Text

**Dr H N Choudhary**  
**Chase & Heath Hayes Practices**

reminders are sent 2 days before an appointment although Pauline has requested 'on-day' reminders. She confirmed there was no cost involved (to the Practice) in sending texts.

- c) Pauline confirmed that for those booking appointments on-line the 'Next Available Appointment' is now 3-4 days.
- d) Care Signposting (Care Navigation) – Pauline handed out details explaining that a new phone message had been recorded in line with this project and had had positive feedback from it. The main aim is to encourage patients when making an appointment to give the receptionist as much information as they can in order that the appointment is made with the most appropriate member of the clinical team.
- e) Pauline reported that Physiotherapy services were starting this week. This will take place one day per week (Thursday) at Heath Hayes.
- f) A Pharmacist will also be working at Heath Hayes on Wednesday mornings.
- g) Mental Health sessions will also be available: Tuesday all day at Chase; Thursday afternoon at Heath Hayes.
- h) Other projects, especially at Cannock Network, were doing well.
- i) Discussions were taking place with 111 regarding appointments for Cannock Network over week-ends to see if they will act as co-ordinators?
- j) The Cannock Network has its own PPG held at St. Luke's Church on Thursday at 6pm.
- k) It was noted that student nurses may be undertaking observations whilst assigned to the practice.
- l) Dr Choudhary asked members "how is the Practice doing?"
  - a. It was asked when the TV in the Chase waiting room was going to work again as this might distract people from listening to other patients at the reception desk. The system needs sponsors which is why there is no service at present.
  - b. The messages on the JAYEX machine need updating as the information is out-of-date.
  - c. The service offered to diabetic patients by Dr Singh was very good and members requested that our thanks be passed on.

## **6. ANY OTHER BUSINESS**

- a. With a number of new housing estates being built locally, the question about the impact on GPs was asked. It was confirmed that no consultation had been made with GPs. Gordon confirmed that Planning have to consult with the CCCG who had confirmed there was capacity in the system for both GPs and Education.
- b. Thanks were offered to Gordon for the new PPG sign which was now in situ both at Chase and Heath Hayes.

## **7. DATE & TIME OF NEXT MEETING**

Tuesday, 6<sup>th</sup> June 2017 at 6.30 pm  
Heath Hayes Health Centre