

Dr H N Choudhary
Chase & Heath Hayes Practices

PATIENT PARTICIPATION GROUP

Minutes of Meeting held on
Tuesday, 25th June 2019
at Heath Hayes Health Centre.

PRESENT

Gordon Alcott (Chair)
Jean Gobsill
Patricia Gore
Linda Jones
Pauline Scott

1) Apologies

Apologies were submitted from Dr Choudhary and Eric Edge. Eric also submitted his resignation from the PPG with immediate effect.

2) Minutes

Minutes of the meeting held on 26th March 2019 accepted as a correct record.

3) Matters arising from last meeting: No items were raised from previous meetings.

4) Report from Practice Manager

- (a) Dr Gupta has now retired but providing locum cover. There was no plan to replace him yet but it is being considered to use his hours to employ a nurse practitioner.
- (b) The 8-week baby check being undertaken by Dr Choudhary was now up-to-date. Future 8-week checks will be conducted with the nurse at the same time as registration forms and post-natal checks are made.
- (c) DNAs were down to 2.6% and not many letters were being sent out.
- (d) A new GP Contract was in place from April, and more money was available to up-skill a multi-disciplinary workforce according to the 10 year plan.
- (e) All practices are now required to be part of a “hub” or Primary Care Network of 30k patients. Due to the population, Cannock has two Hubs, North and South (we are in the South Hub).
- (f) Extended Access – Cannock Alliance will continue but in addition the South Hub will work together providing a Wednesday evening and Saturday surgery which will be pre-bookable. A mental health worker will be available on a Saturday, once per month. The CCG are trying to find funding for 3 hours phlebotomy service.
- (g) Jo is now working as the Carers’ Representative.
- (h) An audit on child safeguarding is going well. Children not brought to appointments are referred to Linda. This applies to all children age 0 – 16 years who either miss or were not brought to appointments.
- (i) Looking at the period of notice given when appointments are cancelled.
- (j) The “withheld” telephone numbers on comment forms has been removed.
- (k) Complaints Summary for the year – 19 complaints in total. 3 turned out to be good practice; 8 upheld (Patient in the right); 8 not upheld (unfounded). None were major issues and/or reportable to the GMC. Mainly due to staff attitude and about staff listening to patients.

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(l) Care Navigation – only 2 practices not using the process (they can choose not to use).

5) GP 10-Year Forward Review

The meeting to discuss this has been postponed.

6) Update in changes in the Health Service

It was proposed to have **one** CCG instead of the current six. This was purely a cost cutting exercise and it was felt that one CCG would be too big. Another proposal was that, for example: there would be a specialist centre for the treatment of stroke patients in Derby. This raised the question regarding the “golden hour” for this type of patient. Also if the patient needed continuing hospital treatment, where do they go?

7) Future of PPG

This item was carried forward to the AGM prior to the next meeting.

8) Any Other Business

It was noted that prescriptions from the Well Pharmacy, Cannock were being sent to a packaging company and taking 7 days to deliver.

9) DATE & TIME OF NEXT MEETING

The next meeting will be held on **24th September 2019** at 6.30 pm.