

THORNLEY STREET SURGERY

MEETING MINUTES - P.P.G. Meeting

9th December 2013, 12noon-1.00pm Location: Seminar Room @ The Surgery.

Initial	Present	Initial	Apologies
ML	Marlene Lambeth	KR	Karen Reid
JE	Jane Emery		
GW	Graham Welford		
MP	Margaret Polack		
JH	Janet Hammond		
JG	John Gainford		
MB	Maxine Bygrave		
NS	Nicky Smith		
MBo	Mary Bolland		
PB	Peter Burt		
VB	Vera Browning		
HBR	Dr Hanora Richardson		
LOS	Lisa O'Sullivan		
JN	Jacqui Nicholls		

Item	Notes	Action
1	Welcome and introductions	
2	Matter arising from previous meeting? - ** We raised a Grand Total of £162.62 for being a part of this year's World's Biggest Coffee Morning for Macmillan, we had a fantastic time and thank you all. ** GW explained the problems he was having with the child safety poster, will try and put it in the message in text instead of picture format.	GW will email LOS.
3.0	CQC – Care Quality Commission. They are the independent regulator of health and adult social care services in England. They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage care services to improve. They monitor, inspect and regulate services to make sure we meet fundamental standards of quality and safety; they will then publish what they find, including performance ratings to help people choose care. They also protect the interests of vulnerable people, including those whose rights are restricted under the Mental health Act. They put the views, experiences, health and wellbeing of the people who use our services at the centre of their work, and have a range of powers they can use to take action if people are getting poor care. They will ask the surgery for 2 members of the groups contact details so that they can ring them to speak about us as a surgery. Does anyone object to us giving them their name and contact number? Here are 2 links, one is for the CQC Website and the other is for our Practice Profile Report, should you wish to view. http://fingertips.phe.org.uk/profile/general-practice/data www.cqc.org.uk/ www.thornleystreetsurgery.co.uk www.nhs.uk	? PPG Members Contact No's.and plan how you would contact them if they are needed on the day of the inspection. Feedback from The Group. No-one objects to speaking to the CQC. Jane Emery and Marlene Lambeth volunteered especially. LOS obtained contact telephone numbers and will document for when the CQC visit the surgery. LOS will contact the members via telephone to inform them of visit. Also, LOS emailed the PPG with 2 further email links for information, 1 NHS Choices & 2 our surgery website.

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4.0	Just to feedback we have had 8 more patients interested in the PPG here at the surgery. We have emailed them all informing them of this meeting. And will continue to do so.	Noted & ML welcomed some new members to today's meeting, and asked them to sign the Code of Conduct which will be scanned onto the PPG Folder on the Surgery Computer system.								
AOB 1	<p>JE – Informed the meeting that she had attended the Workspace Meeting on behalf of the PPG's Chair Marlene Lambeth and found it very useful indeed and really enjoyable. There was a member of the CCG there with lots of information, especially regarding the new Proposed Consultation on Urgent & Emergency Care Services. Wolverhampton residents are being urged to have their say on plans to transform urgent and emergency care services in the City. The CCG and the hospital trust are working in partnership to simplify and improve urgent and emergency care services so that they are used in the best way by everyone. At the heart of their plans is a move to bring some of these services together in a new Urgent and Emergency Centre (otherwise known as A &E), which is expected to open early in 2016 at New Cross Hospital. This purpose-built centre will be open 24 hours per day, 365 days per year. The plan is bring the existing A & E Department, the GP out of hours service and the walk-in service currently provided at Showell Park Walk-in Centre into this one building. All other services at Showell Park will stay the same. Patients will go through one front door of the new Urgent and Emergency Centre at the hospital and a clinician will direct them to the best place for their treatment-either the Urgent Care Centre or the Emergency Department. Wolverhampton CCG also plans to improve the other services that work alongside urgent and emergency care, including access to GP appointments, the management of long term conditions and end of life care. There are 4 events available if you would like to have your say, they are as follows but booking a place is ESSENTIAL.</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <tr> <td style="width: 25%; padding: 5px;">Tuesday 14th January 6-8pm</td> <td style="width: 25%; padding: 5px;">Tuesday 28th January 6-8pm</td> <td style="width: 25%; padding: 5px;">Friday 31st January 2-4pm</td> <td style="width: 25%; padding: 5px;">Tuesday 11th February 6-8pm</td> </tr> <tr> <td style="padding: 5px;">The Mercure Goldthorn Hotel (Regency Room) 126 Penn Road WV3 0ER.</td> <td style="padding: 5px;">Wolverhampton Science Park (Marston Room) Glashier Drive WV10 9RU.</td> <td style="padding: 5px;">Wolverhampton Wanderers FC (International Suite) Waterloo Road WV1 4QR</td> <td style="padding: 5px;">Bilston Town Hall Church Street Bilston WV14 OAT</td> </tr> </table> <p>If you have any questions or comments, please visit their webpage at www.wolverhamptonccg.nhs.uk/urgentcare & http://www.england.nhs.uk/2013/02/11/call-to-action</p> <p>JE – Also advised that at this meeting they were informed of the Primary Care Investment Scheme & Practice Review, there will be money available for this which by 75% is for Care Planning and 25% is for Practice Development, monies to GP's will be £1.68 per patient, GP's needing to be more pro-active and there is a great interest in Care</p>	Tuesday 14th January 6-8pm	Tuesday 28th January 6-8pm	Friday 31st January 2-4pm	Tuesday 11th February 6-8pm	The Mercure Goldthorn Hotel (Regency Room) 126 Penn Road WV3 0ER.	Wolverhampton Science Park (Marston Room) Glashier Drive WV10 9RU.	Wolverhampton Wanderers FC (International Suite) Waterloo Road WV1 4QR	Bilston Town Hall Church Street Bilston WV14 OAT	
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	<p>Planning.</p> <p>JE – Advised that there was a Pilot Scheme brought out in April 2013 for Autism in Adults based in Birmingham but no-one seems to know it exists so the funding for this is not being used.</p> <p>Also, it was mentioned that there may be a lotto bid put in!</p> <p>JE – Advised that she had spoken to someone who advised that they put up a poster advertising how many patients had actually turned up to for their appointments instead of advertising how many did not attend, turning it into a positive instead of a negative! It was thought a generally good idea.</p> <p>The next Workspace Event will be Tuesday 25th February 2014 which ML will attend.</p>	<p>LOS to Speak to JE to see if she knows where this Autism service is based/contact details etc.</p>
2	<p>MB – Introduced herself, advising that she is also a Chair of Health Watch Wolverhampton who gathers information to improve Patient & Users services, and also spoke about the Proposal Consultation on Urgent & Emergency Care Services as above.</p>	
3	<p>MBo – Introduced herself, advising that she is a Governor of the Black Country Partnership foundation trust who represents mental health care and disability for Wolverhampton residents.</p>	
4	<p>ML – Asked if anyone had seen recently the bad press the Express & Star had put about hospital services.</p> <p>MP – Advised that she wanted to say that her daughter has Downs Syndrome and had quite a bad seizure recently and the Dr at New Cross who treated her was excellent and so lovely to her, their experience was a very good one at the hospital.</p>	
5	<p>VB – Informed the meeting about transport and that her neighbour had called an ambulance and had to go to hospital, but when returning home the hospital called Age Concern for transport and they brought him back home and advised that they would telephone him afterwards to make sure he was ok.</p> <p>ML – Advised that she had had a telephone call from Age Concern letting them know that they'd had a call from the Police to say be careful of scams especially at this time of the year when people are knocking on front doors and to ring the number they know i.e. British Gas in general NOT the number the caller at the front door advises etc. Age Concern will also organise a Safety Chain to be fitted in your homes if you are over the age of 60.</p> <p>NS – Advised that Wolverhampton Homes also do notices for front windows.</p> <p>ML – Advised she will look into that.</p> <p>VB – Advised that regarding Age Concern when they transported her neighbour they also gave him a leaflet, so when she was in town she popped into the Age Concern Shop and got quite a few leaflets, which advertised that you can also claim £135 for heating.</p>	
6	<p>MB – Asked – Referring back to the CQC part, is it possible to know what sort of questions they will be asking the PPG?</p>	<p>HBR we can try and find out and let you know.</p>
7	<p>GW – Advised that whilst he was here at the surgery he witnessed a gentleman who had fainted in the waiting area and ideally needed to be moved to a consultation room, and asked if the surgery has a wheelchair? To which the reply was no, we only have a fire evacuation</p>	<p>All agreed-would be great to hold another fund raiser event.</p>

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	chair. So GW wanted to know if the group would like to hold a fund raising event to raise approx £60 for the cost of a chair which he could obtain and supply at a massive discounted rate as a gift to the surgery.	GW – will obtain details and let LOS know.
8	GW – Asked if we could please clear up some confusion regarding e-prescription rumours that are circulating at the moment from different Chemists?	HBR – advised that we will ask Andrew Wellings our administrator to look into the exact details and we will feedback.
9	ML – Asked the Meeting if there was any other business – which there wasn't so all agreed that the next PPG Meeting will be on Monday 3rd February 2014! <i>Thank you all for attending and a Very Merry Christmas to all.</i>	