

Patient Participation Group Meeting

Monday 13th January 2025

In Attendance:

SQ, JB, JG, DB, RS, RH, KB, GB, BB, BH, ME, S

Apologies SB, YP

Introduction

JB thanked everyone for attending and expressed her appreciation for giving up their time to join us. She explained that she is back working as Practice Manager at the surgery on a temporary basis.

Practice Changes

Since our last meeting we have a female GP Dr Firdous working at the surgery permanently on Monday's and occasional ad-hoc sessions also. We had been trying to recruit a female for quite some time and have received positive feedback particularly from female patients.

A member brought up the fact that they would prefer sensitive male issues to be triaged by a male clinician where they would feel more comfortable discussing frank details.

JB explained that both Dr Qureshi and Nurse Lisa appropriately action daily triage requests.

GP Partner

Currently we have GP's working regular sessions but no partnership has been agreed as yet.

Telephone Update

The new system is in place and everyone felt that it is an improvement and even at busy times the queues are short. A suggestion was made that staff members announce their name when answering calls. This will be discussed by the team in our next practice meeting. How long recorded calls were kept was asked, they remain recorded on the system for 3 years.

Pharmacy First

DB discussed the Pharmacy First Service which is promoted to reduce patient wait time and GP overload for acute problems. Consultations are carried out and prescriptions issued. All Darlaston pharmacies are signed up for the service and the current criteria is:

Clinical pathway for Pharmacy First	Age range
Acute otitis media*	1 to 17 years
Impetigo	1 year and over
Infected insect bites	1 year and over
Shingles	18 years and over

Sinusitis	12 years and over
Sore throat	5 years and over
Uncomplicated urinary tract infections	

Safe & Well checks by Social Prescriber

Being carried out via telephone call to all our patients over 80 offering help and support and onward referrals will be made as appropriate. Next of kin details will be obtained to ensure we have records up-to-date.

Practice leaflet

Our new practice leaflet has been printed and all attendees were given a copy.

PPG

We discussed the fact that our PPG group is small and that we need to recruit more members. It was appreciated that people have busy lives and it's not easy to attend day time meetings. Future meetings in the summer months will be arranged for a later time to enable working patients the possibility of attending via zoom. The aim is to get a diverse group from the practice population who have different expectations to gain more opinions and suggestions.

We now have a Chairperson for the group for a 12 month period.

Any other business

Covid vaccines will not be given by surgery. Local pharmacies have them available

Asda charity work in the community JB has approached them to finance for our elderly patient's an 'emergency weather bag' of provisions eg. long-life milk, tea bags, coffee, powdered soup, bread rolls, toilet roll.

Update: a supply was received 30.01.25 and our Chairperson and Jayne greeted the Asda staff member who facilitated the donation and informed us it was possible it could be a more regular donation.

Packages have been handed to some of our elderly patients who have gratefully accepted them. Some who already have family take care of their shopping needs kindly declined stating they were not in need and would rather they go to patients that are.

We discussed the possibility of a mirror to be fitted on the narrow driveway entrance down the side of the building and will enquire with NHS property services. Also mentioned the suggestion for railings or a safety barrier outside the front door of the health centre and the loose manhole cover on Pinfold Street. JG can support anyone with typing letters to the council.

Next meeting April 2024 @ 2pm exact date TBA

