

The  
Black Country  
Family Practice



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Dr G Solomon Dr M Singh Dr D S Parnell Dr C Swain

## Patient Group Meeting

Tuesday 15<sup>th</sup> December 2015

### Attendance

Dr Solomon	Ralph Nock
Tanya Cooper	Denzel Vassal
Jayne Salter-Scott	Teresa Culverwell
Kim Price	Susan Goodyear
Kat Meredith	Joan Lovell
Dorothy Abbey	Heather Beale
Martyn Cuverwell	Dennis Price
Barbara Yates	Audrey Price
Martin Parsons	Iris Aston
Erica Conroy	Graham Aston

**Apologies:-** Mr K Drew, Mr M Sparks, Mr R Moles, Mrs B Moles, Mrs G Hyde, Mrs P Kendrick , Mr K Tudor.

### Welcome:-

Mrs. J Salter-Scott welcomed all in attendance

### Minutes from last meeting 30<sup>th</sup> September 2015:-

Were presented to the group and accepted as a true record.

**Matters arising:-**

All matters arising on the agenda.

**Feedback from listening exercise:-**

Kat Meredith gave the group feedback on the listening exercise that took place between the 1<sup>st</sup> September and the 9<sup>th</sup> October this year. Thirteen thousand patients took part across forty five meetings.

Online the site received 653 hits, 26 messages on twitter and 300 surveys were completed

A full report will be available in January 2016

**Integrated Urgent Care.**

Kat Meredith explained to the group that integrated urgent care is the name given to a new service that will bring together NHS 111 and G.P Out of hours (OOH) service.

NHS 111 is a 24/7 non-emergency phone number when you need health advice/guidance or need to see a GP.

Out of Hours (OOH) is GP cover available outside of normal practice opening times.

What is proposed?

Sandwell and West Birmingham CCG are working with other West Midland CCGs to jointly acquire integrated Urgent Care services. NHS England have asked us to integrate 111 and OOH as a minimum. We start planning the new service in March 2016 and would like to go live in October 2016.

The group was asked for their experiences when they have used 111 or OOH recently. Some members of the group found that speaking to someone from 111 services was in personal and it was as if they were following a script. When waiting for a clinician to phone back and give advice sometimes it took hours when a call was expected from the patient sooner. One member of the group felt that also the ambulance service had not responded appropriately to an emergency request.

Forms were handed out to the group and they were asked to fill them in with their views regarding NHS 111 and OOH along with information about

themselves. The forms could be handed into Kat at the end of the meeting or posted back using a pre-paid envelope provided.

Mrs. J Salter-Scott encouraged all to use this opportunity to fill in the questionnaires as this is an opportunity to express any view's or concerns.

### **G.P Practice update:-**

Doctor G Solomon advised the group that we now have two new Doctor's in addition to Doctor Arias. The practice were lucky in securing the new posts making a total of three altogether

Both Dr Vitarana and Dr Rishi are the latest additions and will be working part time.

The flu campaign is doing quite well and there is still time to get the flu /pneumonia/shingles jab

There have been some intermittent problems with the telephone system over the past few weeks, this should now be corrected as B.T have been on site and hopefully solved the issue.

The X-Ray service at Neptune is now running consistently again after an intermittent service earlier on in the year.

The new commissioned service for Ultra Sound referrals is running well.

Mrs. J Salter-Scott encouraged all who attended the meeting to encourage their family and friends to have their annual flu injection.

Mrs. J Lovell wanted to know why so many people get ill after having the flu injection, Dr Solomon advised it is not a direct result of having the injection as it is not a live vaccine and this was coincidental. If anyone is allergic to egg products we also have egg free vaccines available at the practice.

Mr. M Parsons asked who is eligible to have a shingles injection; leaflets that are available on reception desk were brought into the meeting with the criteria on who at what age are entitled to this.

Mr. D Price as experienced some problems with electronic prescribing, not all of his items go through and some are left at the desk on a written script. This may be due to non-compatible quantities/dosages not being recognised by to electronic prescribing system. Mr. Nock was unable to

order his online prescription on Sunday of this week; this may have been due to the intermittent telephone problems the practice has been experiencing. Kim Price said that both queries will be looked into and reported back to the patients involved.

Mr. M Parsons needed clarification on what services are now available to patients who have registered for on-line services. It was advised that appointments, ordering prescriptions and a patient summary record are available for those patients that register for this service. Coded information will be available to those patients that request this by 1 April 2016.

### **Health Watch Sandwell.**

Melisa and Tom were invited to give a talk to our group on this service. Health Watch Sandwell has been in service since 2013 and provides a support to signpost people to the correct advice and support for N.H.S. services and complaints. They look for trends that crop up and investigate; they share their information with the C.C.G and C.Q.C. It was advised that good findings are shared as well as bad.

Mr. Nock wanted to know if this service only covered Sandwell. It was advised that when needed they can overlap with another areas. Doctor Solomon advised the group that each area also had their own Health Watch service.

Leaflets promoting the service were handed out and it was advised how they advertise in the community. This service can also provide talk's, education and support to any relevant N.H.S. support groups if they are interested.

### **Practice Survey**

Tanya Cooper thanked all the volunteers who helped in running this year's survey that took place between 1<sup>st</sup> September 2015 and 30<sup>th</sup> September 2015. There was an increased uptake due to the patient groups involvement.

500 questionnaires were handed out and 340 were completed that's 68%

160 questionnaires were not returned that's 32%

8 questionnaires were filled in online 1.6%

13 questionnaires did not have all the sections completed 2.6%

103 made a comment that's 20.6%

The survey is a valued feed back to the practice and the results/comments were much improved.

A copy of the questionnaire and the full results can be found on the practice website or in the waiting room.

### **Winter Newsletter**

Kim Price advised the group that the next newsletter will be in production in the New Year. Any member who has any news relevant to the practice or ideas they would like to share would be more than welcome to put any suggestions forward. Kim is available to speak with through just asking at reception desk. A working group to help produce the newsletter would be welcomed and any volunteers will be welcome.

### **A.O.B.**

Mrs. J Salter –Scott suggested it would be nice for our new GP recruits to be introduced at the next meeting.

**Date of next Patient Group Meeting :- 16<sup>th</sup> March 2016**

Dates will be set in March for the next year's meetings