

Three Villages Patient Participation Group Minutes of meeting 16th March 2022

1. **Present:** Liz Davenport (LD) Acting Chair; Colin Burch (CB) Treasurer; Sue Helm (SH) Secretary; Linda Sabin (LS); Carol Longmore (CL); Rev Thomas Chapman (TC); Roger Noons (RN); Deb Whittaker (DW); Jayne Emery (JE) Practice manager; Tyler Studley (TS) Asst Practice manager; Maria Lodge-Smith (ML) new member; Ola Idowu (OI) new member
2. **Apologies:** Adrian Head (AH) Chair; Alan Watkins (AW); Marion Griffiths (MG)
3. **Welcome to new members**
LD welcomed 2 new members to the committee Ola and Maria and members introduced themselves
4. **Minutes of last meeting (Jan 2022)**
Agreed that these were true record
5. **Matters arising**
Item 5 - Part time practice nurse not yet recruited partly due to lack of practice training course being available for GP nurses. Courses are provided outside the practice but are expensive and require commitment
Item 5 – Phlebotomist recruitment – 3 applications received but none suitable. May need to make this part of part time nurse role
6. **Health Coach**
LS raised query re Health Coach position at practice which was occupied by Lydia Smith who has now left. Dudley Health & Community may appoint a health coach as they advise on wellness and healthy living.
Dudley MBC has a website with useful information – Let's Get Healthy <https://lets-get.com/>
Primary Care Network (PCN) – 3 villages are one of 7 practices of the Brierley Hill and Amblecote PCN which enables practices to collaborate and provide a wider service for patients.
7. **Practice Update**
Staffing - 3 Villages is a teaching practice and has 4 registrars and 1 medical student as well as 1 student. 2 new registrars Anish Singal and Tony Mbgawu
Footfall – New version due out soon which will integrate the EMIS system holding medical information. A practice will pilot it but this has not been allocated yet.
Q – How many practices use Footfall?
A – 3 Villages are one of the only practices that use it regularly to manage appointments and queries. Amblecote and Withymoor use it but not many others. Training will take place for PPG members when the new version is ready.
Ear syringing equipment – plaques have been ordered which state that the equipment was funded by PPG

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Winter Hub – based at Brierley Hill and Social Care Centre which provides additional capacity for appointments

Funding also supports a locum nurse and additional GP 1 day per week. Referrals made to the winter hub until April 2022.

Community Pharmacy – 3 villages is linked to Brettel Lane pharmacy as this is open at weekends. Patients can be referred to pharmacy from practice. Pharmacy inform practice of action and request a GP appointment if necessary.

Pharmacists can prescribe over the counter medicines but for prescription only meds patients need to contact GP.

To date the practice has made 98 referrals.

Pharmacy will also deliver medicines to patients free of charge

Some initial feedback from pharmacy that patients have not always responded to pharmacy calls

LS stated that she had received positive feedback from patients for this service.

Footfall Statistics

In last 2 weeks March 2022 – 2,274 Footfall forms submitted

In last 12 months 2021/22 – 53,211 Footfall forms submitted

In last 2 weeks March 2022 – 1,147 Telephone calls received

In last 12 months 2021/22 – 22,740 Telephone calls received

Patient list

Currently 11,131 patients are registered with practice

Long Term Conditions (LTC) – Monitoring taking place from April 2022 – March 2023 and these will be twice yearly

The Quality Outcomes Framework (QOFD) for Dudley is helping to finalise plans on how LTCs are managed

Also helps to manage vaccinations, screening tests and helps set targets for appointments. All practices have to show how patients were contacted re screening and vaccinations and QOF helps to do this.

Communication – Practice would like support from PPG members on what should be included in the waiting area in terms of information, seating etc. All to think about how the waiting area could be made more welcoming and to submit ideas.

ML suggested that photos and information on practice staff could be displayed on notice boards in waiting area. This used to be done but has not been reinstated post Covid.

8. COVID Booster update

Practice will conclude Saturday morning clinics for immune suppressed at end of March 2022.

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Over 75s should be offered a booster injection as part of NHS plan. Unclear yet as to whether GP surgeries will be involved in offering vaccinations this time. Further information to be available following next PCN meeting next week.

9. Any Other Business

- a) Reports have been circulating in press that GP surgeries opening hours will be longer in evenings and at weekends from October 2022. Question on whether 3 Villages will be changing opening hours. Resources will be an issue.
- b) One Care Shared Records – SH sent some documents out to members re this. If people want to opt out of having their records shared they need to have this supported by a clinical decision
- c) Primary Care Network – Dr Tapparo is no longer clinical lead for group. A clinician from AW is lead. Lack of contact with PCN since Covid.
- d) Prescriptions – will charges be implemented for 60 – 66 year olds, currently free for over 60s. No decision has been made yet.
- e) Defibrillator – CB confirmed that replacement pads had been purchased and installed
- f) Jayne announced that she will be leaving her role as Practice Manager from 5th April. She is returning to voluntary sector to work for Headway. A plan is in place for replacement via recruitment.
The committee thanked her for her hard work and support for the PPG and wished her well for the future.

10. Date of Next meeting – Wednesday 18th May 2022 at 6.15pm at Stourbridge Health & Social Care Centre

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Dates for Tea Parties

Tea Parties are held on the 4th Thursday afternoon of the month at the church hall of St James Church, Wollaston. Events start at 2pm and doors open at 1.30pm

These are aimed at patients and non -patients who may be socially isolated and provide a meeting place for them to get together and interact. There is usually a speaker on a relevant topic such as home safety, healthy living etc or entertainment is provided.

Voluntary donations are accepted on the door to help support tea party costs.

There is also a raffle and people are encouraged to bring suitable items.

The Tea Party committee also try to arrange at least 2 day trips for people during the year.

2022 dates

24th March

28th April

26th May

23rd June

28th July

25th August

22nd September

27th October

24th November

15th December

PPG Committee Meeting Dates

All meetings take place at the Stourbridge Health & Social Care Centre on a bi monthly basis at 6.15pm on the 3rd Wednesday as below

2022

18th May

20th July

21st September

16th November

AGM in Jan 2023