

Mossley Fields Surgery P.R.G meeting 17th August 2016 5.30pm

Minutes

Present: Carly Griffin, Dr Stedall, Ann Ray, Phil Steadman, Mary Friend, Chris Jackson and Susan Hammerton

Absent : Carol Spinks and Anne Willoughby

1. Umbrella Medical changes

Carly & Dr Stedall informed the PRG about the new Surgery Sycamore House in Walsall that has joined our Umbrella group. Sycamore House has a list size of 4000 patients and the GP Partner based there is Dr Matthew Dugas. Dr Dugas is a very experienced GP. We are very much looking forward to working with them.

2. Awareness morning – Saturday 15th October 9am – 1pm

Mossley Fields Surgery is hosting an awareness morning on Saturday 15th October 9 – 1. We encourage all PRG members to come along and be involved. Attending the Awareness morning will be: Bloxwich Fire Service, Horizon for Work, Walsall Carers team, The Dementia Café, Mossley Chemist and I am just waiting for confirmation from a member of the local Cancer Screening Team. We will also be having a member of our nursing team doing heights and weights if people want this doing. We also request that the PRG members and members of staff make some cakes / biscuits as we would like to sell hot and cold drinks and cakes. Initially this was to raise money for Macmillan however, it was felt the Surgery needed a new wheelchair and the PRG expressed interest in raising money so the PRG could fund the surgery a new wheelchair. We are very hopeful that this awareness morning will be a success and we urge all PRG members and staff to spread the word and encourage as many people come as possible to make it a success. Carly will in September be writing to all the patients on the dementia registers, Child protection family's, on the Learning disabilities registers and on the mental health registers to invite them to this event. Carly will also use our texting service to inform all patients of this. We will also be doing flyers and posters for the surgery waiting room, Mossley Chemist and some local shops and also giving these out during the upcoming flu clinics.

3. Fire Service Partnership

Mossley Fields Surgery is now in Partnership with Bloxwich Fire Service. The Fire Service provides some excellent safe and well checks on people's homes.

They can check smoke detectors and change if necessary, give energy saving advice, give life support advice and general fire safety advice in the home all completely free of charge. Carly today gave the PRG a copy of the letter that has been sent to all Dementia Patients, Learning disability patients, Mental Health patients, patients in wheelchairs, patients on oxygen and all child protection family's to inform them of the service (I attach the letter again for your information). We hope this will promote the Partnership and spread the word on this excellent service that is being provided.

4. Our new GP's

We are delighted to announce we have some more GP's working with us. Dr Parmjit Sanghera is the new GP Registrar who has taken over from Dr Desai. She is here for 12 months and is settling in very well. We also have Dr Shaba working here on a Wednesday all day from September and Dr Lee working here all day on a Thursday. We also now can announce that our Nurse Riah has now completed her Nurse Prescribing course and is officially a Nurse Prescriber here. We are currently waiting for the local CCG to approve her to prescribe which will only take a few days and then she will be up and running. She will be able to treat things such as chest infections, water infections, ear infections, do medication reviews and prescribe repeat medications and much more which will be up in the waiting room very soon. All of these new changes from September will hopefully help with the available appointments we can offer. We understand that lately we have been incredibly short and we have not been able to provide the high standard service we always have done and thank you all very much for bearing with us.

5. This year's flu clinics

Carly asked if the PRG would be interested in helping us facilitate this year's flu clinics again. We would be very grateful for your help as they can be very busy sessions with people booked in every 1 – 2 minutes for this vaccine. In previous years it has worked well and really helped our staff. It will simply involve directing patients from the waiting room to the queue for the flu clinic, giving out patient update forms and encouraging patients to complete them and promoting the PRG, online services and awareness event. All PRG members present agreed to help out, even if just for 1 hour each. Carly will be in touch with dates of the flu clinics when they have been arranged.

6. Online registration

We have been asked by the local CCG to promote our online access registration more so people can book appointments & order medication online. We have been informed that we have a poor uptake of this. We already

have it on the TV and notice boards in the waiting room. It was agreed to add this on to an upcoming newsletter.

7. Newsletter no 2

We are due to create and hand out the 2nd newsletter. The PRG would like the following to go on the newsletter: Bank Holiday opening hours, Fire Service partnership, the awareness morning, DNA appointment information, online registration and the upcoming flu clinics. Carly will create a newsletter and send to the PRG (attached) for approval. Carly will fit as much on as she can however, not all of this may fit. What cannot go on this one can go on Octobers newsletter (number 3).

8. A.O.B

- Carly informed the PRG that we will in September be doing some home visit for child immunisations for children who are extremely overdue vaccines. Nurse Riah and Carly will be doing these visits.
- Carly informed the PRG that we now can register patients from out of our practice area. The only difference with these patients is that they will not be able to receive home visits.
- The PRG asked how the DNA figures were. Carly and Dr Stedall both informed the group that this unfortunately is an ongoing struggle here which we are still battling with. We send monthly warning letters and do remove patients for missing appointments. The PRG requested that this go on this month's newsletter.
- Phil asked if there were anything the surgery needed as he wants to apply for some WHG funding. Dr Stedall requested that it go towards a new home BP machine for patients or a paediatric SAT's monitor. Carly will get some quotes for this equipment for the next meeting and Phil will do all the paperwork for this by then.
- Carly requested another PRG meeting in September time so the new manager Greg Bloom could meet you all. Carly will be in touch with a date. This will be a short interim meeting to meet Greg and clarify details of the awareness event. Ann will also invite Davinder to this meeting so he can meet Greg.

Next PRG meeting to do newsletter number 3 will be in October. Date TBA.