

PATIENT REPRESENTATIVE GROUP REPORT - MARCH 2013

PATIENT REPRESENTATIVE GROUP

WHAT IS THE PATIENT REPRESENTATIVE GROUP (PRG)?

Forward

Selly Park Surgery began actively recruiting patients for the PPG in September 2011 after a meeting with the GP's and Practice Manager about the values of the group. At that meeting it was decided that the purpose of the group should be to aid us in providing a better service to our patients and help us to understand the views of patients on the services we already provide. It should not be used to fundraise for the practice in any way.

Information about the group is placed on to the Well TV screen in the reception area, GP's spoke to patients whilst attending for appointments. Using these methods we had 11 patients who expressed an interest.

The group reviews everything from access to the services, to local health needs, to the effect of the changes in the NHS is having on the practice.

The group is open to every patient and the surgery's aim is to promote attendance and involvement from all areas of the practice community.

PRG AND PRACTICE PROFILE

PPG Profile

Nearly all of the members of the Patient Participation Group have resided in the area for many years. All of the members have a common goal, they care about the locality and the healthcare provided within it. The surgery has a diverse practice population and this is reflected in the demographics of our group. The age of the group is from 38 to 81

Demonstrating how a Patient Reference Group is Representative				
Practice Population Profile		PRG Profile		Difference
Age				
% Under 16	17.00%	% Under 16	0%	-17.00%
% 17-24	9.05%	% 17-24	0%	-9.05%
% 25-34	17.00%	% 25-34	0%	-17.00%
% 35-44	16.11%	% 35-44	13.34%	-2.77%
% 45-54	13.18%	% 45-54	0%	13.18%
% 55-64	11.67%	% 55-64	33.34%	21.67%

% 65-74	8.19%	% 65-74	26.66%
			18.47%
% 75-84	5.10%	% 75-84	26.66%
			21.56%
% 85 and Over	2.70%	% 85 and Over	0%
			-2.70%
Ethnicity			
White		White	
% British Group	56.33%	% British Group	66.67%
			10.34%
% Irish	2.77%	% Irish	13.33%
			10.56%
Mixed		Mixed	
% White & Black Caribbean	0.86%	% White & Black Caribbean	0%
			-0.86%
% White & Black African	0.29%	% White & Black African	0%
			-0.29%
% White & Asian	5.13%	% White & Asian	0%
			-5.13%
Asian or Asian British		Asian or Asian British	
% Indian	4.84%	% Indian	20.00%
			15.16%
% Pakistani	2.83%	% Pakistani	0%
			-2.83%
% Bangladeshi	0.74%	% Bangladeshi	0%
			-0.74%
Black or Black British		Black or Black British	
% Caribbean	1.37%	% Caribbean	0%
			-1.37%
% African	2.28%	% African	0%
			-2.28%
Chinese or other ethnic group		Chinese or other ethnic group	
% Chinese	1.83%	% Chinese	0%
			-1.83%
& any other	20.61%	& any other	0%
			-20.61%
Not Stated %	0.12%	Not Stated %	0%
			-0.12%
Gender			
% Male	50.95%	% Male	46.66%
			-4.29%
% Female	49.05%	% Female	53.34%
			4.29%

STEPS TO ENSURE GROUP WAS REPRESENTATIVE/REASONS FOR DIFFERENCE IN GROUP AND PRACTICE PROFILE

Information about the group is placed on to the Well TV screen in the reception area. The surgery newsletter is used to promote the group and is offered to every patient who attends

the surgery and the GP's speak to patients whilst attending for appointments to ask if they would like to take part in the group. We use the right hand side of FP10's to inform patients of the group and we also use the flu clinics to invite patients. Our aim is to target as many patients of all ages and in as many ethnic groups as possible.

PRG FREQUENCY

The group meets every 4-8 weeks regularly, with the date and time of the meetings pre arranged.

21 March 2012 at 5.45pm at the surgery

Agenda and Minutes attached

23 May 2012 at 5.45pm at the surgery

Agenda and Minutes attached

18 July 2012 at 5.45pm at the surgery

12 September 2012 at 5.45 at the surgery

24 October 2012 at 5.45pm at the surgery

21 November 2012 5.45pm at the surgery

16 January 2013 5.45pm at the surgery

13 March 2013 5.45pm at the surgery

Agenda and Minutes attached

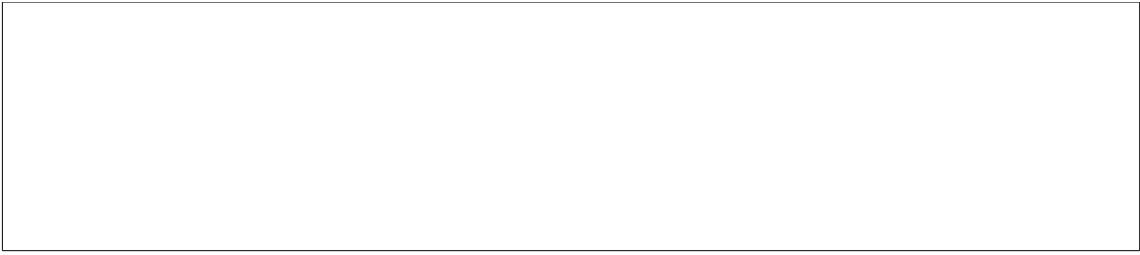
Agenda and Minutes attached

Agenda Meeting Cancelled

Agenda and Minutes attached

Agenda and Minutes attached

Agenda and Minutes attached



PRG MEMBERSHIP

Our group consists of :

Mr Andrew Mitchell (Chair)

Mrs Betty Mitchell

Mrs Kirsten Cook

Mr Krish Soni

Mrs K Soni

Mrs Sally Hunt

Mrs A Wendy Perkins

Mr John Howle

Mr Neville Roadway

Ms Lucy Sheasby

Mr David Lloyd

Mr Peter Moodie

Mr Jagdev Mohay

Ms Catherine Burke

Mrs Helen Berry

Dr Riz Haq (GP Lead)

Diane Morgan (Practice Manager)

PATIENT SURVEY

AREAS OF PRIORITY & HOW THEY WERE DECIDED

This was discussed by the group and it was proposed that the ongoing usefulness of the PPG was essential for the group to move forward. The production of a survey about the surgery was agreed. It was also agreed that the group would compose the questions.

SURVEY PROCESS

The PPG decided that they would not use an outside company to help compose the questionnaire.

The PPG set up a working group which was open to any member to be part of. It was decided that the group would meet at the surgery on 7 March 2012. The purpose of the working group was to devise which questions were required for a practice survey.

Four members of the group attended, seven questions, comprising of various subjects were agreed upon. This was then taken back to the PPG meeting on 21 March 2012 for feedback. At this meeting the subject and wording of the questions was discussed, some of the questions were re written but the subjects where kept the same.

An anonymous questionnaire was compiled.

Selly Park Surgery Patient Participation Group

Patient Questionnaire

Dear Patient

Thank you for helping us with this questionnaire.

Please circle yes or no, add any comments you may have and then place it in the red box in the surgery corridor.

You do not have to tell us who you are but we would like to know which age range and which gender you are.

Male

Female

0 - 15

16 - 25

26 – 35

36 – 45

46 – 55

56 – 65

66 – 75

76 – 85

86+

1 Did you know about the existence of the Patient Participation Group? Yes No

Comments

2 Did you know that there is a separate telephone number for repeat prescriptions? Yes No

Comments

3 Which services would you welcome into the local community to improve health?

4 Do you feel the appointment system could be improved in any way?

Yes No

Comments

It was agreed at the meeting on 21 March 2012 that the questionnaire would be offered to

RESULTS

SELLY PARK SURGERY

PATIENT PARTICIPATION GROUP

QUESTIONNAIRES: STATISTICAL INFORMATION

Total questionnaires completed: 230

By Age: 1; 20; 42; 31; 39; 26; 41; 17; 2

MEN: Overall Total 66

By Age: 0; 6; 17; 6; 12; 11; 7; 5; 1 No age given: 1

WOMEN: Overall Total: 97

By Age: 1; 14; 21; 15; 18; 10; 13; 5; 0

NO SEX GIVEN: Overall Total: 67

By Age: 0; 1; 11; 11; 9; 5; 22; 7; 1

BREAKDOWN BY SEX OF REPLIES TO QUESTIONS:

1 .Did you know about the existence of the Patient Participation Group?

MEN: YES 15 NO: 44 OTHER: 1

WOMEN: YES: 33 NO: 62 OTHER 2

NONE GIVEN: YES: 26 NO: 39 OTHER: 2

2. Did you know there is a separate telephone number for repeat prescriptions?

MEN: YES: 28 NO: 32 OTHER: 0

WOMEN: YES: 41 NO: 56 OTHER: 0

NONE GIVEN: YES: 35 NO: 31 OTHER: 1

3. [Comments only].

4. Do you feel the appointments system could be improved in any way?

MEN: YES: 17 NO: 39 OTHER: 4

WOMEN: YES: 34 NO: 49 OTHER: 14

NONE GIVEN: YES: 25 NO: 33 OTHER: 9

5. Are you aware of our complaints and suggestions procedure?

MEN: YES: 19 NO: 40 OTHER: 1

WOMEN: YES: 21 NO: 68 OTHER: 8

NONE GIVEN: YES: 28 NO: 36 OTHER: 3

6. Were you aware of the existence of a Newsletter?

MEN: YES: 15 NO: 43 OTHER: 2

WOMEN: YES: 31 NO: 61 OTHER: 5

NONE GIVEN: YES: 34 NO: 30 OTHER: 3

7. Are you satisfied with the service provided by the surgery?

MEN: YES: 55 NO: 2 OTHER: 3

WOMEN: YES: 77 NO: 9 OTHER: 9

NONE GIVEN: YES: 59 NO: 2 OTHER: 6

8. Are you aware of the early surgeries on Mon., Weds., and Friday?

MEN: YES: 27 NO: 29 OTHER: 4

WOMEN: YES: 24 NO: 69 OTHER: 4

NONE GIVEN: YES: 28 NO: 36 OTHER: 3

SELLY PARK SURGERY

PATIENT PARTICIPATION GROUP

QUESTIONNAIRES: WRITTEN COMMENTS

1. **Did you know about the existence of a Patients Participation Group?**

One woman keen to join.

'Saw it on the surgery TV'.

2. **Did you know there is a separate telephone number for repeat prescriptions?**

Could this be added to the web-site and publicised in other ways?

3. **Which services would you welcome into the local community to improve health?**

WOMEN

General: Saturday surgery

More information about what is already available

6-month check-up

Health: Breast screening; health visitor after birth of child; easier access to and more time with health visitor; heart sessions, joint with Fitness First.

Exercise etc.: Health and well-being clinic, adult and children; free gym; swimming; exercise group; pilates; gentle exercise for 50+; walking group.

Elderly and disabled: Any useful activity; greater participation of district nurses-

Other: Relaxation and yoga; stress management; holistic medicine; Aryurvedic practitioners; nutritionist.

MEN

General: Longer time with practitioners.

Health: More preventative options eg seeing physio for sport-related injuries; more preventative screening; screening for prostate cancer; diabetes and

cardiac clinics.

Exercise etc.: Gym; cycling club; walking club (happy to supervise / lend bike).

Elderly: More routine surveillance of elderly; TLC for 90+.

Other: Stress reduction facilities; art group etc.; improving general well-being; medical / social interface.

[Plus lots of positive comments: 'already very satisfied' etc.].

NO SEX GIVEN

General: Drugs and related issues; chiropody.

Health: Service to quit smoking; woman health visitor; menopause information; physio; obesity advice.

Exercise etc.: Local gym.

Elderly: More help for the elderly; more information about needs of the elderly; offer to be involved.

Other: Aquarius; Sias; Tai Chi; Arabic interpreter.

4. Do you feel the appointments system could be improved in any way?

General: More doctors needed; give priority to urgent cases; those with infections should be seen without delay; at least one walk-in surgery.

Length of time between booking and actual appointment: Need appointment immediately if unwell; 1 week wait, 10-day wait, 2 week wait unacceptable; hard to get appointment within days; hard to get appointment; appointments not available when convenient etc.

Doctor of choice: Difficult to see preferred doctor; 2 week wait / impossible to see 'your own GP'.

Booking ahead: Facility to book some way ahead would be appreciated; booking for medium-term difficult; facility for booking 1 month ahead would be good; possibility of booking 6-month and 12-month diabetes appointments at the same time would be good. But booking 1 month ahead difficult if working.

Appointments running late: Shorter waiting time in waiting room.

Online booking: Would this be possible?

Disclosing details: Don't like giving details over phone in emergency; receptions insist on knowing problem before booking.

Miscellaneous: Could receptionist ring back if cancellations occur?; some staff could be nicer; 'do you do evening surgeries?'; 'told no morning appointments for 3 weeks, but refused evening appointment for 3 weeks ahead'.

[Plus understanding comments: eg 'Know you're busy, don't expect changes; patient for 30+ years and v. happy; v. happy with system; staff v. helpful etc.]

6. Were you aware of the existence of a newsletter?

Could this be distributed by email?

7. Are you satisfied with the service provided by the surgery?

Many positive comments: Attentive staff; v. satisfied etc.

Questions / suggestions:

- Husband called in for yearly check-up; good idea.
- Could GP phone patient with results? Difficult to phone at right time for results.
- Nurse a bit patronising.
- Practice now large and a bit impersonal. Is the GP always listening?

8. Were you aware of early-morning surgeries?

- Please display this information / put on web-site.
- 'No, but I am now'; 'no – but good idea'.
- 'Thought you rang at 8 a.m. for all appointments'; 'Do you need an appointment for these?'
- -Elderly patients unable to come that early; elderly patients with free travel card unable to use it so early.

OVERALL COMMENTS

- Issues concerning information: New things missed because not been to surgery; easy to get out-of-date; could there be more email communication?
- Overall care: home visits; visit from district nurse on regular basis (76-85 age-group); women GPs not always available.
- Minor surgery at practice.
- Well TV a good educational tool.
- Do we need music in the waiting room?; clock in waiting room.

[Lots and lots of positive comments: here since 1975 / 1977 and always satisfied; all staff very helpful; confidence in everyone at practice; extended

hours good – especially for working people].

In spite of all this, one male patient adds: ‘But I still have gout’.

DISCUSSION ABOUT RESULTS

The findings were reported back to the group in the meeting of 18 July 2012 and 12 September 2012 and discussed fully.

Outcome

The PPG were greatly pleased with how the survey was received by the patients of the surgery. It enabled the group to discuss further issues that had arisen.

How the surgery disseminates information to patients?

The practice uses various methods to impart information to its patients. It produces a quarterly news letter which includes items relevant to times of the year i.e September to December Flu clinic information, April to August travel vaccination information. We use the right hand side of FP10's, posters, the Well TV screen in the waiting room and the check in screen.

Web sites?

The practice actively uses NHS choices website www.nhs.uk/service/gp and the surgery website www.sellyparksurgery.co.uk. Also planning to use Birmingham South Central CCG web site when in use.

PPG Notice board

The group thought that bright and visible posters would attract attention

PPG email address

The PPG have created an e mail address for general patient use and have advertised it on the PPG notice board sellyparkpatients@yahoo.com

PPG Accessing the wider practice population

The group discussed how to access the wider practice population to gather views and information. As the flu clinics were beginning in September it was felt that this would be a good time for members of the group to attend the surgery and speak to patients as the Flu clinics are one of the surgery's busiest times of the year.

Acknowledgements

Dr Henry Davis and Partners would like to thank the members of Selly Park Surgery Patient Participation Group for their commitment to improving and moving the group forward and for all of the hard work that has ensued in order for the group to develop in 2012/13.

ACCESS

OPENING HOURS

The surgery list is open. Any person residing within the practice boundary is eligible to register.

Selly Park Surgery is open every weekday from 8.00am until 18.30pm except on Wednesdays when it closes at 13.15pm.

EXTENDED HOURS

The surgery operates an extended hour's service from 7.00am on Monday, Wednesday and Friday.

These appointments are bookable up to 2 weeks in advance. We also incorporate an emergency slot within these hours, which can be used for walk in patients or booked patients.

ACCESS TO SERVICES

Selly Park Surgery operates an appointment system which incorporates advance bookings, same day bookings and urgent on day bookings, these appointments can be booked via the telephone or in person.

When the surgery closes from 18.30pm until 8.00am weekdays and weekends our Out of Hours Provider is Primecare. However on Wednesday from 13.00pm until 18.30pm Southdoc Services covers for the practice. 0845 072 4686 will automatically direct the caller to the out of hours provider.

Tel 0121 472 0187 or 0845 072 4686 Prescription line 0121 415 2570

Selly Park Surgery 2 Reaview Drive Selly Park Birmingham B29 7NT

PUBLICATION OF THE REPORT

Selly Park Patient Participation Group End Of Year Report will be published on Selly Park Surgery BSC website and on the NHS Choices web site. Hard copies of the report are available in the surgery

APPENDICIES

SELLY PARK SURGERY

PATIENT PARTICIPATION GROUP

AGENDA

23 MAY 2012

5.45pm Selly Park Surgery

New Members

Patient Questionnaire Review

PPG Report 2011/12

PPG 2012/13

AOB

SELLY PARK SURGERY

PATIENT PARTICIPATION GROUP

AGENDA

18 JULY 2012

5.45pm Selly Park Surgery

How we supply information;

What the PPG can do in response to the questionnaires.

How to use the notice board,

The email address, and

How best to be in touch with those patients who are interested in meeting us.

AOB

SELLY PARK SURGERY

PATIENT PARTICIPATION GROUP

AGENDA

12 SEPTEMBER 2012

5.45pm Selly Park Surgery

Arrangements for group proposals

Date for Dr Davis to talk about CCG's

The Notice Board

Patients wishing to have access to group members

AOB

SELLY PARK SURGERY

PATIENT PARTICIPATION GROUP

AGENDA

24 OCTOBER 2012

5.45pm Selly Park Surgery

**Changes within the NHS and Birmingham South Central
Commissioning Group.**

AOB

SELLY PARK SURGERY

PATIENT PARTICIPATION GROUP

AGENDA

21 NOVEMBER 2012

5.45pm Selly Park Surgery

OPEN AGENDA

SELLY PARK SURGERY

PATIENT PARTICIPATION GROUP

AGENDA

INVITATION TO THE FIRST MEETING OF 2013

16 JANUARY 2013

5.45pm Selly Park Surgery

SELLY PARK SURGERY

PATIENT PARTICIPATION GROUP

AGENDA

13 MARCH 2013

5.45pm Selly Park Surgery

Appoint a new PPG secretary

Structure of Group

PPG Report 2012/13

PPG 2014/14

AOB

SELLY PARK SURGERY

PATIENT PARTICIPATION GROUP

MEETING WEDNESDAY 21 MARCH 2012 5.45PM

Attended PPG: A Mitchell, Mr & Mrs K Soni, N Roadway, J Howle, D Lloyd, L Sheasby, S Hunt.

Surgery: Dr R Haq, Diane Morgan

Apologies: K Cook, R Varnom, A W Perkins

Minutes from Last Meeting

All agreed minutes are accurate, no amendments

Update on Arrivals Screen

GP's have agreed to purchase a wall mounted arrivals screen. Which has been ordered it should take approximately 6-8 weeks to be installed.

Update from Chair on working group meeting 7th March 2012

4 members of the group met (A Mitchell, W Perkins, N Roadway and L Sheasby). The purpose of the working group was to devise which questions were required for a practice survey. Seven questions with various subjects were agreed upon. (see sheet attached).

The PPG discussed the wording of the questions at this meeting and it was agreed to keep the subject the same but to re write the questions. (see attached sheet).

The survey will be produced and offered to patients from 11 April 2012 and will run for 8 weeks until 6 June 2012. The PPG proposed that they should meet on 23 May 2012 to discuss how the survey was going and review what results they had at that point. Then finally collate the survey results in the June PPG meeting and publish the findings on the

practice website and within the surgery.

PPG End Of Year Report.

The group are aware that the report is due and that the practice should publish the findings on the practice website before the 31 March 2012. DM asked if it would be possible for the members of the PPG to compose a personal profile in order to add to the report. This should be sent to DM no later than 26 March 2012. This was agreed.

2012 and Moving Forward

RH thanked every one for all of their hard work and commitment over the last few months and confirmed that the PPG would continue through 2012 into 2012.

AOB

None

Next meeting Wednesday 23 May 2012 17.45pm Selly Park Surgery

SELLY PARK SURGERY

PATIENT PARTICIPATION GROUP

MEETING WEDNESDAY 23 MAY 2012 5.45PM

Attended PPG: A Mitchell, Mr & Mrs K Soni, J Howle, L Sheasby, S Hunt, W Perkins, C Burke, H Berry

Surgery: Dr R Haq, Diane Morgan, Dr H Davis

Apologies: K Cook, R Varnom, N Roadway

Minutes from Last Meeting

All agreed minutes are accurate, no amendments

New Members

PPG would like to welcome 2 new members Miss Burke and Ms Berry.

Patient Questionnaire Review

The take up for the questionnaire was going well. It will continue until 6 June 2012. A group from the PPG is going to meet at the surgery on 18 June 2012 at 11am (WP) in order to collate and review. All members of the PPG are welcome to attend. Also the group would like to know the patient demographic of the surgery to help with reviewing the questionnaire.

PPG Report 2011/12

The end of year report for the patient participation group is on the surgery BSC surgery website. It can be accessed using:

<http://www.bhamsouthcentralccg.nhs.uk/index.php/practices/116-selly-park-surgery>

PPG 2012/13

Dr Davis spoke to the group about how things may change and progress within the NHS in 2012/13. He has suggested that one of the meetings is set aside to discuss this in more detail, as he felt that there was not enough time in this meeting. TBA

Mr Mitchell (Chair Person) is taking an extended holiday. In order for the group to progress it was decided that it was necessary to elect a vice chair person.

There were enough members of the group to complete the election process. One nomination was proposed and discussed. The election proceeded and it was confirmed with a show of hands.

Vice Chair Person – Wendy Perkins

Sally Hunt suggested that the group should have an e-mail address, sellyparkpatients@yahoo.com

Thank you Sally.

It was also suggested that the group had a notice board. This has been set up within the waiting area of the practice.

In order for the PPG to meet with and promote itself to other patients it was felt that having an open afternoon in the practice waiting area would be useful. TBA at next meeting.

AOB

None

Next meeting Wednesday 18 July 2012 17.45pm Selly Park Surgery

SELLY PARK SURGERY

PATIENT PARTICIPATION GROUP

MEETING WEDNESDAY 18 JULY 2012 5.45PM

Attended PPG: Mr & Mrs K Soni, L Sheasby, W Perkins,

J Mohay, P Moodie

Surgery: Diane Morgan

**Apologies: K Cook, R Varnom, N Roadway, J Howle, C
Burke, H Berry**

How the surgery supplies information

The group discussed how information was supplied to patients. The practice imparts information to patients using the practice news letter, right hand side of an FP10, posters, television screen in waiting room and via the new check in screen in the waiting room. We also use NHS Choices Website www.nhs.uk/service/gp and the surgery website www.sellyparksurgery.co.uk . In the future we will be using the Birmingham South Central CCG website.

How to use the notice board

The group discussed using bright and visible posters to attract attention.

To be discussed at further meetings

PPG email address

sellyparkpatients@yahoo.com

How best to be in touch with those patients who are interested in meeting us?

The group discussed how patients could meet the PPG. We discussed tea afternoons, informal chats in the waiting room, and attendance of PPG when the flu clinics begin.

AOB

None

Next Meeting 12 September 2012 5.45pm Selly Park Surgery

SELLY PARK SURGERY

PATIENT PARTICIPATION GROUP

MEETING WEDNESDAY 12 September 2012 5.45PM

Attended PPG: Mr & Mrs K Soni, W Perkins,

P Moodie, N Roadway, K Cook

Surgery: Diane Morgan

Apologies: C Burke, H Berry, J Mohay, L Sheasby

Summary in response to Questionnaire

More in depth responses to the patients Questionnaire is being sought and those responses will be published on the PPG notice board

Arrangements for group proposals

Wendy would like to set up the walking group. Patients can contact Mr Soni for information regarding taking up Golf. The coffee afternoon was arranged for 27 September 1-3pm but unfortunately that has had to be cancelled. The group also looked at setting up a carers self help group, it was felt that this may be something to discuss in future meetings.

Date for Dr Davis to talk about CCG

Dr Davis and Dr Haq will attend the next PPG meeting to talk to the group about Birmingham South Central CCG. It has been suggested that the next meeting has this as a single agenda item.

The Notice Board

Wendy has produced some new posters for the notice board, which have been put up. The PPG email address will be added to the board.

How patients access the PPG members

The group felt that meeting patients to encourage membership was important. Diane offered the group a chance to meet patients when the flu clinics start as this is a good way of seeing lots of people in a short space of time at the surgery. If group member are interested please contact Diane for flu clinic times and dates.

AOB

Sally Hunt is unable to attend for the foreseeable future, but will still receive the minutes and agenda from the meetings to keep her up to speed with developments.

A discussion about the role of PPG secretary was had as Ria has not been able to attend.

The next meeting will be held on 24 October 2012 5.45pm at Selly Park Surgery

SELLY PARK SURGERY

PATIENT PARTICIPATION GROUP

MEETING WEDNESDAY 24 October 2012 5.45PM

Attended PPG: Mr & Mrs K Soni, W Perkins, A Mitchell, H Berry, L Sheasby, J Howell, P Moodie

Surgery: Dr Riz Haq, Dr Henry Davis

Apologies: C Burke, N Roadway, J Mohay, K Cook

Dr Davis spoke to the group regarding the role and development of CCG

Copy of the Presentation available on request

SELLY PARK SURGERY

PATIENT PARTICIPATION GROUP

MINUTES OF MEETING ON 24 OCTOBER 2012

PRESENT: Paddy Mitchell (in the chair), Helen Berry, John Howle, Peter Moodie, Wendy Perkins, Neville Roadway, Lucy Sheasby, Mr. & Mrs. K. Soni.

SURGERY: Dr. Davis, Dr. Haq.

ONE-ITEM AGENDA: ReORGANISATION IN THE NHS.

Dr. Davis outlined the main changes planned since 2010 and due to start April 2013.

- PCTs are to be replaced with Clinical Commissioning Groups (CCGs).

- In Birmingham as a whole there are 12 such groups.
- Selly Park Surgery is part of South Birmingham with 150,000 patients.
- South Birmingham joined with Central B'ham to form Smartcare; 250,000 patients.
- Birmingham South Central CCG has 5 networks of GPs; Selly Park Surgery part of Pershore Network
- Each network meets monthly

The CCG Board has 2 lay advisers, and there is also a Members Council.

Events are to be held for patients and patient involvement in the new set-up has been advised.

Selly Park Surgery is going live with the new arrangements in April 2013

It will be imperative to stay within budget. Some care will be moved into the community and some 1-stop clinics will be established.

The overriding aim is to avoid patients taking up hospital beds.

BSC budget for 2012-2013 is £422 million. The budget for 2013-2014 is not known. A QIPP scheme will be put in place to reduce the shortfall.

The GPs at Selly Park Surgery meet twice weekly to look at referrals and consider cost effectiveness etc.

Dr. Davis hoped that at the level of primary care, patients would not notice much change.

A number of issues were raised during questions:

- In theory contracts of commissioning will be overseen - eg for quality.
- Private companies will probably not find the care involved lucrative enough.
- Concerns about links with surgery once patient enters hospital system.

The group thanked Dr. Davis for his presentation.

Date of next meeting: November 21 2012.

AOB

None noted

The next meeting will be held on 21 November 2012 5.45pm at Selly Park Surgery

SELLY PARK SURGERY

PATIENT PARTICIPATION GROUP

MEETING WEDNESDAY 21 November 2012 5.45PM

Attended PPG:

Surgery:

Apologies:

Meeting Cancelled due to illness

The next meeting will be held on 16 January 2013 5.45pm at Selly Park Surgery

SELLY PARK SURGERY

PATIENT PARTICIPATION GROUP

MEETING WEDNESDAY 16 January 2013 5.45PM

Attended PPG: K Soni, A Mitchell, H Berry, P Moodie, H Berry, N Roadway, J Mohay

Surgery: Dr Riz Haq, Diane Morgan

Apologies: C Burke, K Cook, L Sheasby, J Howle, W Perkins, Mrs Soni

There was no set agenda for this meeting is was proposed as an open discussion.

The members of the group discussed

Chair person role

PPG Secretary

Structure of meetings

CCG Patient Group

Chair Person Role

The group proposed that Andrew Mitchell remain as Chair Person at present.

PPG Secretary

Unfortunately Ria Varnom elected PPG Secretary has been unable to attend the majority of meetings in 2012/13 due to personal circumstances and she now wishes to stand down.

The members have decided to discuss at the next meeting on 13 March 2013 electing a new secretary.

Structure of Group and Meetings

It was felt that as the group was a year old it would be able to accommodate a more structured form in meetings and discussions. It was felt that the group needed to acquire a more formal mode in order for it to be effective going forward.

CCG Patient Group

A discussion was had regarding the CCG Patient Group as one of Birmingham South Central CCG priorities within their framework, to date the practice has only been requested to submit the PPG Chair persons name to Birmingham South Central CCG. As a practice we have no further information available.

AOB

None noted

The next meeting will be held on 13 March 2013 5.45pm at Selly Park Surgery

SELLY PARK SURGERY

PATIENT PARTICIPATION GROUP

MEETING WEDNESDAY 13 March 2013 5.45PM

Attended PPG: A Mitchell, H Berry, J Howell, P Moodie, J Mohay

Surgery: Dr Riz Haq, Dr Henry Davis

Apologies: C Burke, N Roadway, K Cook, Mr & Mrs K Soni, L Sheasby, W Perkins, B Mitchell

New PPG Secretary

As only a small number of members attended it was suggested that this item was moved to the next meeting in April.

Structure of the Group

Andrew Mitchell informed the group that he wished to step down as Chair Person.

The group suggested that nominating and voting on a new Chair should be an item for the next meeting. If any one wishes to fulfil this role please let Diane Morgan know in advance of the next meeting in April.

PPG 2012/13 Report

The patient group annual report will be published by 31 March 2013 on the surgery website

www.sellyparksurgery.co.uk

PPG 2013/14

There was a brief discussion regarding the group and how it would fit in with CCG plans to engage with PPGs across its area.

Mr Moodie introduced the idea of registering with NAPP (National

Association of Patient Participation) with a view to move the group forward and enable it to gain better understanding and to engage more fully with CCG patient groups.

Also the idea of a virtual group was raised. It was felt that this should be an agenda item for the next meeting.

AOB

None noted

Next meeting 10 April 5.45pm at Selly Park Surgery