**SADDLERS HEALTH CENRE**

Dr F Mahmood and Dr M Verma - Hatherton Medical Centre, 1 Hatherton St., Walsall WS1 1VB

Telephone No. 01922 622326

**Patient Participation Group (PPG) meeting**

**Wednesday 22nd January 2025**

In attendance:

CM (Practice Manager)

DP (Chair)

RI

SR

CS

HS

1. The Chair welcomed everyone to the meeting. There were no apologies.
2. Nomination and Election of Chair and Secretary

DP was agreed as Chair. HS was agreed as Secretary.
3. Review of Constitution/ Terms of Reference/Purpose of Group
The following amendments were agreed:

**Constitution:**
4. The name of the Group to be called Saddlers Health Centre Patient Participation Group (PPG).
5. The practice will be represented by two members of staff (one of whom to be a Doctor) plus the Practice Manager. A new member of staff (currently in training) could deputize for the Practice Manager as necessary)
6. Patient representatives will be invited to extend their membership on an annual basis. It is hoped that one new member could be co-opted annually to bring a fresh perspective. Practice Manager to update the PPG Board to encourage new members.
7. An extra-ordinary meeting may be called at any time, providing seven days notice is given, with at least a quorum of members requesting it to the Chair.

**Amended Constitution attached**

**Terms of Reference**:

1.2 and 1.3 to be removed. 2.1 To gather the views of patients and carers on services provided or commissioned by the practice/ICB and advise the Patients Group of any related issues. (An internal questionnaire is currently being undertaken and feedback will be given when appropriate.) a. To be deleted. d. The practice to encourage and support health promotion through the PPG. e. The practice to influence the provision of secondary health and social care locally through the PPG.

**Amended Terms of Reference attached**

**Purpose of the PPG Group**

This item to be put on the next Agenda for discussion and review.

1. The notes of the meeting held on 9th October 2024 were accepted.
2. New Medical Centre Update

The pharmacy is now open and running smoothly.
3. Practice/Doctors' Agenda items
4. Modern General Practice- contacting Surgery and Managing appointments

On 13th December 2024 the practice was reviewed by Health Watch and patients were asked for their opinions on the service, access to appointments, staff, how they felt about the surgery etc. Practice Manager (PM) is awaiting the results from the review. It appeared that there were a few points raised regarding the posters in reception which needed to be clearly marked individually. Patients were generally happy with the service provided by the surgery and felt that it met their demands. (Health Watch is a voluntary service reviewing health and social care premises and their services to ensure that patients are able to access with ease and find out from the patients any barriers they have accessing the service). Once the formal report is completed it will be sent to the Black Country Integrated Care Board (ICB), the surgery and the Care Quality Commission. PM will then share the findings with PPG.

From May a staff member will be trained as a digital champion for the ‘NHS app’ to provide an inhouse service to help patients who wish to set up the app or are having any problems accessing the app or its data. They will also be reviewing the patients who are not yet registered to the app and promoting this service. The surgery has increased 20% of patients on line since June 2024 and this will continue to be improved.

PM had had a meeting with the ICB on 18th December 2024 regarding demand and capacity. Data from the phones and busiest times and what improvements have been made has been provided to the ICB. When the outcome has been received the information will be feedback to the PPG. In the meantime PM has reviewed the busiest time periods on the phones and increased staff on Monday mornings, Wednesday mornings and Friday mornings. This is working well and will continue to be reviewed, and changes made as appropriate.
5. GP Survey Results July 2024 -Action Plan

With the results from the national GP survey some actions require more explanations from the patients, so these have been incorporated into more questions in the internal questionnaire which will run until the end of February 2025. Of 476 surveys sent out in the national survey to patients from the Saddlers HC only 83 responded. When the action Plan is finalised PM will report back to PPG.
6. Pharmacy First

Sign posting is working well, with Pharmacy First saving surgery appointments.

Surgery continues to signpost patients depending on the reason they are calling the surgery. If this is a minor illness they would be referred to community pharmacy, or if they have social issues they would be referred to the social prescriber.

Appointments Saved - 318 appointments from April 2024 to 14th January 2025 (Social Prescriber referrals. 110 since June 2024 for Pharmacy referrals.) The surgery will continue to care navigate patients to other services as required.
7. Staffing levels and training

A new member of staff is currently under training to undertake duties on behalf of the Practice Manager as appropriate. One member of staff is currently on maternity leave and is due back in August 2025 with reduced hours to 20 hours per week. There is a concern regarding national insurance increases and its effect on staffing levels and costs.
8. Website

The website is updated regularly by PM and reviewed on a monthly basis.
9. PRG Membership – recruitment

PM will continue to promote this. A prospective new members may be able to join the next meeting.
10. DNAs - Latest statistics

1 Month 278
3 Months 856
6 Months 1417
12 Months 2130

Consultations with the ICB are taking place with regard to how to deal with consistent DNAs.
11. Vaccinations

The Practice has completed the RSV vaccination programme and flu vaccinations and continues to encourage patients between the ages of 75 and 79 to take up the RSV inoculation. More flu vaccinations to be ordered for next year. The surgery also continues to promote the MMR and ACWY vaccinations. Patients who wish to have the COVID19 vaccination are being directed by the surgery to the services that can provide this.

The date of the next PPG meeting was set for Tuesday 29th April 2025 at 12 noon in the Surgery. As requested by the PPG PM will ask one of the GPs to take a few minutes to drop in to the next meeting.

**SADDLERS HEALTH CENTRE**

**Patient Participation Group**

**CONSTITUTION**

The Patients Forum will be constituted as follows:

* 1. The name of the organisation shall be called Saddlers Health Centre Patient Participation Group.
	2. The practice will be represented by two senior members of staff (one of whom to be one of the GP's) plus the Practice Manager or the Deputy.
	3. The Group will elect a chairperson and secretary. These posts will be elected annually at an AGM.
	4. Patient representatives will be invited to extend their membership on an annual basis. It is hoped that one new member could be co-opted annually to bring a fresh perspective.
	5. The group will meet once every three months. Dates and times to be published in advance.
	6. A quorum will consist of four members.
	7. Members may appoint a working group to look at specific issues and any suggestions may be made through the Patient group.
	8. The practice undertakes to provide the group with any information requested that is not normally regarded as confidential. Requests will be made through the Practice Manager.
	9. The Constitution can only be amended at an AGM by a vote of at least a quorum of Group members.
	10. An extra ordinary meeting may be called at any time, providing seven days notice is given, with at least a quorum of members requesting it to the Chair.

**SADDLERS HEALTH CENTRE**

**GP/PATIENT PARTICIPATION GROUP**

**TERMS OF REFERENCE**

1. **AIMS**
	1. To work in co-operation with the doctors and staff of the Saddlers Health Centre and promote positively the Surgery and the services it offers
2. **OBJECTIVES**
	1. To gather the views of patients and carers on services provided or commissioned by the practice/ICB and advise the Patients Group of any related issues.
	2. To promote in particular the needs, wishes and interests of patients and groups who may be disadvantaged in the delivery of services. These may include carers, disabled people, Ethnic minority groups, people with learning difficulties, mental health problems, sensory impairments in young or older patients.

2.1 and 2.2 May involve the following:

Provide feedback on patients and carers needs, concerns and interests.

1. Feedback general information about the community that may affect healthcare.
2. Giving patients a voice in the organisation of their care.
3. The practice to encourage and support health promotion through the PPG.
4. The practice to influence the provision of secondary health and social care locally through the PPG.

Key Working Relationships:

Partners of Saddlers Health Care

CHC

Voluntary Organisations

Social Services

Liaison with other health related organisations

HAZ teering Group

PCG Community Involvement subgroup