**SADDLERS HEALTH CENTRE**

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

Telephone 01922 622326

**Patient Participation Group (PPG) meeting**

**Wednesday 9th October 2024 at Noon in the Surgery**

In Attendance:

Catherine Murphy (Practice Manager)

DP (chair)

RI

CM

CS

MS

1. The Chair welcomed everyone to the meeting.
2. Notes of the meeting of 12th June 2024 were accepted.

Matters rising from the Notes and not covered by the Agenda:

Meeting which had been set for 24th September with Purple Platipus (landlords)

had been cancelled. This had been to discuss the fitting to the wall of ‘Automatic Number Plate Recognition’ (ANPR) screen. A new meeting date to be arranged.

Posters have been updated in the waiting room regarding the ANPR system and this is now working well. Information screens regarding parking (currently still on reception desks) to be added to the wall.

The demand and capacity audits regarding appointments is still ongoing and will be discussed at the next meeting.

There was no update on the Pharmacy I Dispense opening as this has been further delayed. The Practice Manager was awaiting an update from Dr Martin Stevens (Umbrella Medical Group) but due to cancelled meeting there was nothing to report.

1. New Medical Centre update

Nothing further to report. The Practice Manager has no date for meeting with Dr Stevens but does attend a 2 weekly meeting with Gregg Bloom (Overall Practice Manager, Umbrella Group).

1. Practice/Doctors’ Agenda Items

i) Modern General Practice – contacting surgery and managing appointments:

As discussed at the last meeting patients are being asked to confirm their email addresses if this is their preferred method of contact.

In answer to a query the Practice Manager said that she would look into amending the information given to patients ringing in with regard to their position in the queue. Appointments could be booked via Accurex 24 hours a day for routine appointments. With regard to urgent on the day appointments, patients are asked to ring the surgery at 8 am.

ii) National GP Survey Results July 2024 – Action Plan

476 patients had received survey questionnaires and 83 were completed (17% completion rate).

The Saddlers Health Centre received the following ratings in response to the questions:

Good overall experiencer of the GP practice - 83%.

Good overall experience of contacting this GP practice - 69%

Easy to contact this GP practice on the phone - 50%

Helpfulness of reception and administrative team at this practice - 96%

Knew what the next step would be after contacting this GP practice - 93%

Healthcare professional had all the information they needed about the patient - 89%

The healthcare professional was good at listening to the patient - 79%

The patient was involved as much as they wanted to be in decisions about their care and treatment - 87%

The patient had confidence and trust in the healthcare professional they saw or

spoke to - 89%.

An action plan was to be drawn up with the GPs (as required by the CQC). The Practice Manager would report back at the next PPG meeting.

The appointment of a Locum GP was being looked at and when one of the GP’s was

away then a Locum was employed to cover.

iii) Pharmacy First

The minor ailments scheme is a service for patients registered with a GP practice

in the Black Country. Local pharmacies will offer advice and treatment for minor

and common ailments. The pharmacist will offer advice and where necessary

medication and the GP will be informed of this. This service will obviate the necessity

of a GP appointment or visits to ‘out of hours’ service or attending an A and E department.

Further information will be fed back at the next PPG meeting but since 01.06.24 the service has already saved the practice 76 GP appointments.

iv) Staffing Levels and training

A new receptionist has been appointed from 1st October and will be in training for

five weeks. One receptionist has taken maternity leave and will be back in July 2025.

v) Website

The website is updated on a monthly basis or as and when necessary. There were no

issues to report.

1. PPG Membership Recruitment

No further members found. The two virtual members will be asked if they wish to continue and a review of the Constitution will be considered at the next meeting.

The Practice Manager would ask Dr Verma if she would take a few minutes to drop in to the next PPG meeting.

1. DNA statistics

1 month 341

3 months 913

6 months 1426

12 months 2007

The practice continues to send out text messages and letters to those patients concerned but the review with Black Country Integrated Care Board (ICB) has advised that patients cannot be removed from the surgery list for not attending appointments. Further discussion is to take place and it is hoped in the future to consider removing patients with 6 or 7 DNAs.

1. Any Other Business

Flu and Covid Vaccinations

Children and pregnant ladies were started 23.9.24. All other adults start in October in view of the new guidance from NHS England as research has shown that the later the vaccinations the more/long the protection. The calls have started and clinics are now being booked. The housebound flu inoculations are being undertaken 11.10.24 and 18.10.24.

Covid vaccinations are not being done from our Primary Care Network/Surgery. Patients who are eligible are being asked to attend any participating pharmacies. The housebound patients for Covid are being referred to a service who will arrange these (ours have been referred).

A new vaccination RSV is a vaccination to protect adults 75-79 and pregnant ladies against respiratory syncytial virus, these are available now from the surgery. Those patients will be contacted to arrange an appointment.

MMR (measles, mumps and rubella) catch up campaign. The surgery has increased its uptake on these vaccinations (now 50%) and will continue to arrange the ones that are still eligible for the vaccination.

The surgery’s current patient list size as at 24.9.24 was 4451.

The date of the next PPG meeting was arranged for Wednesday 22nd January 2025 at 12 noon in the Surgery