

PPG Meeting 09.06.2014

1. **Dr Sophia Nazir** has joined Hamd team – will be working on Saturdays
2. **Saturday clinics** – will remain walk in
1st come 1st serve basis – The Saturday clinic offers 54 appointments – once these are booked , next port of call is NHS111 or downstairs walk-in centre. Sunday Opening on hold until further notice.
3. **Telephone lines** – extremely busy, wanted to provide data but due to system error unable to download, will be provided at next meeting. 8- 10 am the busiest period for telephone lines. Patients can request medication via the reception team and do not need to speak directly to the GP.

Housing / Benefit letters: We have been instructed by the relevant department that GP letters for housing and benefit are no longer accepted, the authorities will contact GP directly should they require any information in respect to patients medical records.

Patients have been made aware of this however some still insist that they require despite charges for these letters.

Shabana explained that **Hamd Website** has important information in regards to the latest changes within the NHS. Leaflets have been distributed in today's meeting which hold website details for patient to login in and give their opinions and comments.

Importance is given to the voice of patients, so patients must use this opportunity to explain what they require via the websites provided.

MF; Patients need time with their GP's as not always is it possible to stay within the 10 minutes. There may be patients who have language barriers, are not comfortable with what they have come to speak about, this all takes time. GP's have to do so much paper work as well as seeing patients which could cause stress.

TJ: This is the reason why often GP'S are running late as we have to make sure we spend enough time with the patient to fully understand the problem.

4. ACE means Aspiring Clinical Excellence –

ACE: Foundation Level

As part of this level we worked on the following areas:

[Best Management of Chronic Disease](#) (COPD, Diabetes, Hypertension, Learning Difficulties, Atrial Fibrillation, Asthma, Hypothyroidism)

[CAS](#) (Online advice and guidance with consultants)

[Engagement & Involvement](#) (PPG meeting, Practice education sessions, attending CCG events)

[Medicines Management](#)

[Safeguarding](#) (Up to date training for all admin and clinical staff, outing register in place for practice and information readily available for urgent referrals)

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ACE: Excellence in Primary Care

The CCGs have developed the following principles for the future urgent care system:

Maximise the opportunities presented by NHS 111 to help patients choose the best service for their needs.

Make best use of specialist knowledge by enabling A&E departments to focus on the cases that require specialist skills and equipment.

Deliver full integration between primary care, secondary care, mental health, social care and community services.

Encourage a system of 'see and treat' rather than 'triage and wait' to allow patients to be seen as quickly as possible.

Make the urgent care system easier for patients to use so that they access the right service the first time.

Develop community and social care services to enable timely and appropriate discharge.

Support the development of the Central Care Record to enable health and social care professionals to share information easily.

The CCGs are working together to pilot a number of projects across Birmingham this winter, including:

A front door primary care service at the A&E department at City Hospital.

Working with Queen Elizabeth Hospital to explore the use of primary care within the A&E department.

The roll out of Acute Medical Clinics across Birmingham, ensuring the delivery model is adapted to meet local need.

Working with Birmingham City Council to develop new options for discharge, including into Sheltered accommodation..

5. Please visit this site to find out what is going on within the local CCG
<http://www.bhamcrosscityccg.nhs.uk/>
6. Please visit Hamd website for practice updates
<http://www.hamdmedicalpractice.com/>

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7. Please go onto NHS choices and leave feedback

<http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=46538>

Patients were requested to leave feedback via NHS choices in regards to their experiences at the surgery. This is viewed on a daily basis and the practice will respond to comments made.

8. Please visit www.putpatientfirst.rcgp.org.uk we need public support. (sign the petition)

Shabana notified the group that there was ongoing cut backs within the NHS which will affect the services GP's provided. The support of patients was needed to ensure that patients are put first and their needs met.

9. AOB

JC: I have enjoyed attending this meeting, gives me the opportunity to hear the views of other patients. Mr Farooq has some really valuable points. I will go on the website and give my opinion on it.

MF: I think GP's are being overworked they are given too much paperwork to complete so their time is being taken away from seeing the patients. Other health centres in Birmingham have more facilities available to their patients then this one. They also have posters up with information for patients.

SA: Unfortunately as we are in a rented building we are unable to put posters up however our website and Face book page is uploaded with patient information.

Meeting Closed.

Next Meeting: TBC