

## **Jacey Patient Participation Group (PPG) AGM & bi-monthly meeting**

**24<sup>th</sup> January 2018**

As Chairman Martin Wright (MW) gave a report on the activities of the previous year.

There were 11 members present with apologies from a further 6 members. In total there are now 45 members but some of these are unable to attend the meetings due to other commitments but like to keep in touch with the news included in the various emails.

- There has been a gradual shift in the format of the meetings with various guest speakers, most of whom are from the Practice. Over the year these have included,
  - Dr Lad gave an update about setting up the Solihull GP Alliance (which includes Jacey and 11 other GP Practices) and how this will affect patients at Jacey Practice.
  - Dr Gandhi gave an update on diabetes and how this could develop with the South Solihull GP Alliance with a specialist GP supporting the patients within the Alliance.
  - A specialist from Heartlands hospital gave a presentation about abdominal aortic aneurysm.
- Members continued to provide manpower to support the flu clinics and speed up the process for all concerned.
- The members have been developing the information collated from the patient “Family & Friends Survey”. The information gathered has been analysed by the PPG and fed back to the Practice which is then able to decide if any changes are needed to improve patient satisfaction / understanding of the service.
- There have now been 2 coffee mornings to support carers. The PPG has ensure that representatives of different support charities are on hand to answer any questions/concerns that the patients/carers may have.
- The PPG is represented at the borough-wide PPG Network allowing Jacey PPG to be aware of activities undertaken by other PPGs.
- The PPG is also represented at the Solihull GP Alliance PPG meeting which is intended to help with closer working and sharing of ideas. Jacey has offered to look at examining patients who “Do Not Attend” appointments to see if there are common themes between the practices and to share best practice. If this is successful and reduces the numbers of patients who “Do Not Attend” then this will reduce costs and make more appointments available to other patients.
- News articles are circulated as and when received to members on the email circulation list. It was agreed that this was a more effective use of time and resources than preparing printed Newsletters on a set date.

MW was aware that he had been the Chairman for over 3 years and felt that he should stand aside to allow others to step forward with new ideas. The members instead offered increased specific support to MW which would allow him to continue in the role of Chairman as he had a wider practical understanding of health and social care issues through his numerous contacts. On this basis MW agreed to serve as Chairman for a further year. End of AGM.

There follow the bi-monthly meeting of the PPG

- Dr Patel gave an update from the Solihull Together board explaining how this affects patients at Jacey. This included an update with the clinical pharmacist position which would be shared with other practices. He also informed the group that although funding had been withdrawn for the Care Navigator role Teresa has now been employed directly by Jacey on a part-time basis as it had been shown to be very beneficial to patients using the service.
- Kathy gave an update on the preparations for the upcoming Coffee Morning which will take place on 17<sup>th</sup> February
- An update had already been sent out recently about the PPG Network meeting. These included a lengthy report about “What is a PPG”. Gerald however brought copies of a shorter version for members to look at. Due to time constraints this was not discussed at length within the meeting but if members want to follow this up please notify the Chairman by 14<sup>th</sup> March. The next Network meeting is due on 25<sup>th</sup> January.
- MW gave an update from the Solihull GP Alliance PPG meeting.
  - This is early days at present but a proposal was put forward to look at comparing notes about patients who “Do Not Attend” appointments.
  - There is to be a summary of activities completed by each PPG within the Alliance
  - An invitation was received for interested patients to attend the Solihull Cardiac Gym at Solihull Hospital. This will be on a first come first served basis. Details to be sent out.

#### **AOB**

- Details have been received from Diabetes UK about a patient review and to test a selection of blood glucose meters, needles and lancets. This will be on 15<sup>th</sup> February and full details will be sent to members.

**Date of next meeting** 6:40 pm at Jacey Practice waiting room (Northbrook Road)  
Wednesday 28<sup>th</sup> March 2018.

If anyone is interested in joining the PPG please contact Pauline Mathias at the surgery on 0121 745 9333 option 3 or via email at [jaceypractice@nhs.net](mailto:jaceypractice@nhs.net)