PPG minutes 10th September 2015 of Annual General Meeting.

1 Apologies: Enid Jordan, Marianne Monro.


Matters arising: Dr. Gardner said that the practice is still waiting to have its CQC inspection. The ACE meeting in May was attended by Stephen Moss and John and Jean Denton. SM remarked that three Cape Hill Medical Centre doctors were tied up for a whole afternoon for this. Dr. Gardner also tried to summarise the ‘ACE Excellence’ programme whereby practices have been given data on which groups of their patients have been admitted to hospital frequently. For Cape Hill, asthmatic patients have been identified as a frequent attending group together with frail elderly patients at risk of recurrent urinary infections. Minor eye ailments have also been highlighted as a source of potentially unnecessary outpatient referrals although this caused some discussion in the group as to what really constitutes a minor eye ailment. The CCG is funding practices to manage these groups better and we have funded nurse practitioner, asthma specialist nurse and part time medicines management support for this.

2 Chair’s welcome.

Stephen Moss said that he and his wife Jean, have chaired the meeting for the past four years. He described how they got involved in the PPG chairs forum. He said that practices represented at the forum have similar problems to those of Cape Hill Medical Centre, particularly in the area of access to appointments. Patients tend to judge practices on how soon you can see a doctor and how effective treatment is. Paperwork, finance and administration deflects doctors from core clinical work. On behalf of the group Dr Gardner thanked Stephen and Jean Moss for their work with the PPG over the past four years. Stephen replied by expressing thanks for Dr Gardner’s help.

3 Members of the PPG introduced themselves to Anne Care who was herself introduced as the chair of the PPG Chairs Forum. Anne has a previous background as a practice manager with experience helping practices in difficulty. She reminded the group that Birmingham Cross City CCG has 105 practices. The CCG was formed on the basis that amongst other things, patient participation would be a key part of its developing strategy. Patients are stakeholders in the NHS. People with chronic diseases need extra support but may find it harder to obtain certain services in the future. The Health and Social Care Bill opened the door to alternative providers and this has made the provision of services much more complex and uncertain.

Anne spoke about her experience helping to set up PPG groups. Hall Green Health which has about 28,000 patients in total have welcomed support groups to put up information stands in their waiting area. Organisations such as Diabetes UK and the Stroke Association have been able to present information to practices in this way.

A proactive PPG can work only if it has the support of the practice.
She gave an example of good care in another practice: A child with autism was unable to stay still for very long and the child’s mother could not wait for long in the waiting room without the child becoming restless and disruptive. Scheduling appointments was very difficult. The receptionist advised her that since she lived near the practice, if the GP was running late, she would be phoned and informed not to come down too soon. Stephen Moss said that earlier in the afternoon he had witnessed a man arrive who was quite breathless and informed the new receptionist (KP) who promptly summoned help. He commended her for her efficiency.

There was some discussion about support for carers and Cross City CCG fund a carer’s hub. Open days for carers have been a good way of disseminating information. Phoning support agencies instead of the GP for advice can be a way of accessing good quality information. The difficulty is populating carer’s registers.

A virtual PPG can be an alternative to a real time one but can also be time consuming.

4 Nominations were invited for Chair, Vice Chair and Secretary. Ian Millership was proposed by John Denton and was elected unopposed. Stephen Moss has agreed to be vice chair for a period of time and Anne has also offered her support in the capacity of chair of the PPG chairs’ group which has a forthcoming meeting. Beryl Budd was proposed by Stephen Moss to continue as secretary and was also elected unopposed.

Next meeting Thursday 10th December. Apologies in advance Mr. and Mrs. Jordan and Stephen and Jean Moss.