

# Patient Participation Group (PPG)

## Date

Wed 07 Aug 13:00 - 15:00

## Location

Cranes Park Road Surgery

## Confirmed attendees

Richard Johnson, Mona Attalla, Lynn Gellatly, Randa Ibrahim

## Other Attendees

JB RC GD RS

## Details/Agenda

1. Attendance
2. Previous minutes
3. Nomination of Chair
4. Latest Performance
5. Health and Safety Inspection
6. Fire Safety Inspection
7. Trial of extra pre-bookable appointments
8. Collective action by GPs
9. Respiratory syncytial virus vaccine
10. Any other business
11. Next meeting (6th November 2024)

## Minutes

1. Apologies
  - a. DE
  - b. JD
  - c. KG
  - d. VH
  - e. MP-M
  - f. JM
  - g. MR
  - h. AT
  - i. HV
2. Review of minutes - Reviewed and confirmed
3. Nomination of chair
  - a. DE has put is name forward for Chair of the PPG. No other members wished to be nominated. It was agreed Richard would co-chair with DE.
4. Latest performance
  - a. The surgery has an annual review, which takes place between January and March. A random selection of patients

are contacted. Twenty seven patients responded. Cranes Park surgery is rated 9/188 which is an improvement on last year's rating. We are particularly proud that the patients who responded are pleased with the Reception and Admin staff which had a score of 99%. Dr Attalla mentioned a patient had informed her that we were mentioned in an article "West Midlands best 20 GP surgeries" in the online paper Birmingham Live.

5. Health and Safety Inspection

- a. We use a company called Peninsula, who employ specialists to inspect the surgery. We passed on all sections of the inspection apart from two areas. The member of staff who was first aid trained has recently left. All staff will now take mandatory first aid training every year. Staff already have CPR training on an annual basis. Also, after completing the first aid book which is kept in the Reception area. The completed page should be removed from the book and scanned to comply with GDPR.

6. Fire Safety Inspection

- a. We passed all areas of the fire inspection. The Inspector recommended we purchase a red grab bag. The bag should contain a map of the premises, with fire exits, fire extinguishers marked and where the oxygen is stored. In the event of a fire, the Receptionist on duty will take the bag and pass it to the Fire Officer. All staff will be trained as Fire Marshalls.

7. Trial of extra pre-bookable appointments

- a. We trialed adding more appointments slots, but found some patient were not attending. The slots have now been decreased to 6. We will shortly have an automated ring back service, which will cost the Surgery a further £20 per month. The patient will be able put their telephone down and the receptionist will call them back. There was a short discussion on how useful this would be as some people would be at work.

8. Collective action by GPs

- a. BMA (British Medical Association) have balloted GPs, 98% have decided on collective action. Dr Attalla will not be taking part in this action.

9. Respiratory Syncytial Virus (RSV) Vaccine

- a. RSV is a common virus which can cause a lung infection called bronchiolitis. The new vaccine is due to be delivered tomorrow and we anticipate giving the vaccinations on 2nd September. Everyone turning 75 years old on or after the 1 September 2024 will be offered a single dose of RSV vaccine. This is because older adults are more at risk of serious complications from RSV. You can still get the vaccine up to the day before you turn 80. So patients born between 02/09/1944 and 02/09/1949 will be eligible. We have approximately 80 patients within this range.
- b. For the first year of the programme, the vaccine will also be offered to those who are already aged 75 to 79 years on 1 September 2024 as part of a catch up programme. Pregnant women can have the vaccine in each pregnancy, to protect their babies against respiratory syncytial virus (RSV).
- c. We have been informed we are unable to give the vaccination as the same day as the influenza vaccination.

10. Any other business

- a. RC enquired what we thought of patients being advised to go to the Pharmacy. We sign post patients to the Pharmacy for minor illnesses such as coughs and colds, this frees up appointments for people with more serious symptoms. However we advise patients if they still feel unwell after using over the counter medication they contact the surgery for an appointment. There is some concern over whether Pharmacies are testing urine prior to prescribing antibiotics. Patients who need to have their Blood pressure tested, can either supply readings from their own machine, attend a pharmacy, or borrow a machine from the surgery.
- b. Patients have given the surgery 5 star ratings on the NHS choices website, this has attracted more people wishing to join the practice. We are not allowed to cap the number of patients we have, so we have redefined our catchment area map to help reduce the number of patients. Dr Attalla's patient list currently stands at 2200. When new patients fill in the registration form, it informs the patient if they are in our catchment area.
- c. We use Wordski an interpreter service, the translators either attend the surgery or via telephone.

11. Next meeting - Wednesday, 13th November 2024