



Patient Engagement Group

Minutes

Date 26 January 2019
 Time 1.30 pm
 Author Mike Swift
 Venue All Saints Medical Centre

Present	Initials
A. Care (Chairperson)	AC
M. Cox (SH)	MC
J. Deakin (BM)	JD
J. Langton (EWMC)	JL
D.. Payne (BM)	DP
J. Payne (BM)	JP
S. Pope (SH)	SP
M. Sadiq (SH)	MS
S, Savage (EWMC)	SS
D. Shell (ASMC)	DS
R. Small (OP)	RS
MJ. Swift (Secretary)	MJS
D. Thornton (ASMC)	DT
V. Treadwell (DP)	VT
H. Wheeler (ASMC)	HW
D Hazzard (BM)	DH

Apologies	Initials
L. Grinnell-Moore (DP)	LM
R. Powers (DP)	RP
D. Phillips (DP)	DP
E. Phillips (DP)	EP
S. Thomas (DP)	ST
D. Treadwell (DP)	DT
E. Ashford (OP)	EA
L. Cooper (DP)	LC
J. Carter (ASMC)	JC

No	Discussion, Status, Actions, Description etc.	Action
1.	Welcome AC welcomed everyone to the first meeting of the MMP South Patient Engagement Group	
2	Current Situation AC reported that the PEG, which was an amalgamation of the PPGs in the southern part of MMP's "orbit", had been established following a number of meetings with MMP over the past few months. The PEG's purpose was to make two way consultation between MMP and its patients in the southern part of Birmingham (and vice versa) more effective and more co-ordinated. It would give patients a louder voice. This way forward had been agreed at the public "launch" meeting on 31 st October 2018. To this end <ul style="list-style-type: none"> • AC and MS had agreed to transfer across from their previous roles as DPMC PPG Chair and Secretary respectively for the time being & • MMP had undertaken to send representatives to all bi-monthly meeting plus providing specialist input as required. • A "virtual" PEG was being established which could be accessed by all patients within the PEG. 	



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	<p>AC concluded by saying that the current arrangements would continue for the coming year when the new organization would be evaluated and if necessary amended.</p>	
3.	<p>Minutes of the Previous Meeting</p> <p>AC noted that this being the first meeting of the PEG there were no minutes of the previous meeting but that minutes of the current meeting would be distributed before the next meeting when attenders would have the opportunity to comment and amend as necessary.</p>	
4.	<p>Current Problems</p>	
4a	<p>Appointments</p> <p>Members from across all the practices represented, stressed how difficult it was to obtain an appointment to see a GP. VT noted that this was also the case at Dudley Park Medical Centre, despite the practice having been served by the MMP Appointments "Hub" for well over a year.</p> <p>JL, on behalf of MMP, reported that additional resources, for example a pharmacist, had been provided to support the "Hub" and it was MMP's intention to have extended the "Hub" to support All Saints and Stratford House surgeries over the coming 2 months. In addition "Hub" staff would be trained in the use of triage (to avoid inappropriate appointments and in patient education concerning the use of NHS services other than primary care, such as Minor Injuries Units, Pharmacists and "Out Of Hours Services". JL went on to say that she would ask the "Hub" Project Manager to attend the next meeting of the PEG to provide a more detailed progress report and to answer members' questions.</p>	JL to arrange for "Hub" Project manager to attend the next meeting of the PEG
4b	<p>Staffing Problems</p> <p>SP made the point that there were two staffing problem areas in the Stratford House surgery, GPs and receptionists. The former exacerbated by GPs being sent to other MMP surgeries to plug gaps and the latter by the quick through put of reception staff possible due to staff being paid the national minimum wage.</p> <p>JL explained that the lack of GPs was a severe problem all over the country. Newly qualified GPs and those with several years of experience, were finding it more lucrative to register as locums where the financial rewards were higher and the responsibilities less onerous. MMP was making all reasonable efforts to fill the current vacancies</p> <p>JL went on to confirm that MMP receptionists were paid more than the current national minimum wage and made the point that the extension of the "Hub" should make life easier at All Saints and Stratford House.</p>	
4c	<p>Confidentiality</p> <p>SP raised the problem of patient confidentiality arising from an incident he had witnessed at Stratford House surgery.</p> <p>Given the circumstances JL agreed to investigate and report back to the next meeting of the PEG.</p>	



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5.	MMP-Wide CQC Report JL confirmed that the above report had not yet been received by MMP but would be made available to the PEG in due course.	JL to make CQC report available as soon as possible.
6.	Date and Time of Next Meeting AC reported that the next meeting of the PEG would be held on 21st March 2019 at the Dudley Park Medical Centre, starting at 6.30pm. MS stressed that agenda items could be raised before the meeting using the PEG e-mail address: vpegsouth@gmail.com , by post addressed to Sai Savage, Eaton Wood Medical Centre, 1128 Tyburn Road, Birmingham, B24 0SY or at the meeting itself.	