

Oakleaf Patient Participation Group

Meeting Minutes 10.30 am 01/10/16

Present:, E.F, A.K, Manjit Singh, Noorin Akhtar, S.S, T.B

Introduction : Manjit - Welcomed all those present

Outstanding Items (previous minutes) : NONE

Patient Participation Group: Manjit explained what a PPG was and what it did. **ACTION - Manjit to provide copies of the Oakleaf PPG constitution to members.**

Future Plans/Current Achievements: Noreen gave an update on the practice.

- Volunteering programmes, e-learning and NVQ's, local events, police, practice website, Patient Survey, Compliments/comments/complaints.
- Breast screening - Noorin gave an update that in our inner-city locality breast screening uptake was very low after first call it is 20%. So the practice has targeted this by having a dedicated team of staff and volunteers who phone the patients 5 times over the 10 days in the run up to their appointment in their preferred language to remind, explain and encourage them to attend. This has resulted in a take up of over 47% for after first call for Oakleaf. We have two more calls - 2nd call in February 2016 and the 3rd call in April 2016. The overall take up for the locality after the third call is 49%. Oakleaf nearly achieved that after first call.
- Oakleaf last year sponsored a children's football team and entered them into a Futsal competition which they won.

Manjit explained the other issues such as:

- CCG, LCN and the Practice – Oakleaf is one of eight local practices who work together in what is called a LCN (local Commissioning Network) to provide better co-ordinated care outcomes for their patients. LCN's are grouped together to make up a CCG (Clinical Commissioning Group) who commission services such as operations, etc for their patients. In Birmingham there are three CCG's Sandwell & West Birmingham CCG, South Central CCG and Cross City CCG. Oakleaf is part of the Cross City CCG. **ACTION - Manjit to provide a brief overview of NHS set up for next meeting**
- Prescribing budget for practice – It was explained that the Practice was trying to reduce the Paracetamol and anti-biotic prescribing. **ACTION - Manjit to bring the data for the next meeting.**
- DNA's (Did Not Attend) There was a high rate of DNA's and prescriptions that were not collected (patients who were spoken to or were seen by the Dr or requested medication but then did not come in to collect the prescription). **ACTION - Manjit to bring in the data for the next meeting**
- Supporting the community – Manjit explained the various activities Oakleaf was doing to work with the community: CAB, Police, Birmingham University, South & central College, etc.

Agenda Topics for next month

- Rights and responsibilities of a PPG
- current law/policies affecting patients
- Updated with events
- How to raise awareness of PPG
- Unoccupied rooms? CCG?