

# PARKSIDE MEDICAL PRACTICE

## PATIENT PARTICIPATION GROUP 8 February 2018

### PRESENT

Samantha Evans – Practice Manager    Secretary / Minutes – Karen Clift

Douglas Birch - Acting Chairman        Janette Coombe Receptionist

Brian Hulse                                    Henry Bowles

Brenda Bowles

### APOLOGIES

Alistair Mayo                                 David Moreton

Gillian Saunders                             Colin Dawson

Norma Stamps                                Douglas Ryder

Joan Kempson

### Welcome

### Extended Hours

The surgery will temporarily stop the provision of extended opening hours and to compensate this we will **no longer close** on the **last Friday of every month**.

### New Opening Hours

**Monday 8.00am - 6.30pm** (previously open until 7.30pm)

**Tuesday 8.00am - 6.30pm** (previously open from 7.30am)

**Wednesday 8.00am - 1.00pm**

**Thursday 8.00am - 6.30pm**

**Friday 8.00am - 6.30pm** (previously open from 7.30am)

## **Extra GP Appointments in Walsall**

Extra 'out of hours' URGENT appointment will continue in Walsall.

Darlaston Health Centre (West Walsall)  
Pinfold Health Centre (Bloxwich - North Walsall)  
Broadway Medical Practice (South Walsall)

Weekday Evenings 6.30pm - 9.00pm  
Weekends 10.00am - 3.00pm  
Bank Holidays 11.00am - 1.00pm

Appointment Only: Tel 01922 501999

## **Property Services**

NHS properties are now responsible for the maintenance of the areas leased by the NHS only.

It has still not been determined who is responsible for the communal areas or car park. This is an ongoing dispute between the Landlord of the building, the maintenance companies (NHS properties & BAM) and the tenants of the building (NHS services & Walsall Council).

There has been ongoing discussions within the group about the car park in particular and Mr Birch expressed frustration that none of these issues had been solved and were still ongoing.

Karen Clift - explained that we are only responsible for the areas we lease from the Landlord. Although we can continue our enquiries regarding responsibility for the rest of the building, this is not priority for the practice due to the time involved chasing answers.

Mrs Bowles suggested that we invite our local counsellor Wendy Moreton to one of our meetings to discuss our issues. Mr Birch states that promises regarding the building when it was proposed and built have not been kept.

*Dr Jay has since confirmed that a meeting is planned for March/April with NHS properties, the maintenance company, landlord and tenants. He will personally take our questions to the meeting and following this will assess what action needs to be taken.*

Extension of the current car park was also suggested but this is beyond our power. Mr Birch suggested a letter to the local planning office might help but no one specifically volunteered to do this. Karen Clift explained that her role as secretary within the practice did not extend to the level of commitment needed to solve these issues.

For the time being the situation is ongoing.

## Flu Clinics

Mr Moreton & Mr Hulse were thanked by the Practice Manager for offering their time to support the Flu Clinics and direct patients to the appropriate clinics.

## Other Business

Mrs Bowles recommended identity badges for the staff - *quotes are currently being sought for these.*

*Sam Evans - Barriers have been purchased by the practice at reception to promote privacy at the desk.*

Questions were raised on how the practice circulates information to patients that do not have email. It is not within the practice budget to send newsletters to every patient, every month by post. *The practice will look into how we can communicate better with these patients.*

## Mediscan - Minor Surgery

Enquiries have been made at the practice by a company called Mediscan regarding room hire for Minor Surgery. The number to Walsall CCG was given as there is a room available for Minor Procedures but the practice has no claim to this as it is not part of our lease agreement.

*Since the meeting Parkside Medical Practice have offered one of our rooms and are currently waiting to negotiate the provision of this service. It is proposed that the service would operate on an appointment basis following a referral from the GP and would cover minor surgery only - **NOT** Urgent Care or Minor Injuries.*

The structure and content of the meeting was also queried. Karen explained that she had no experience of such meetings previously and had tried her best to promote the group and to make the meetings as informative as possible.

**Statement from Practice** - *Although we would like to keep the PPG meetings relevant and record information efficiently and official, we would like to continue to provide a casual and informal atmosphere so as to promote attendance from our patients that might not otherwise attend. The presentation of these meetings will however be addressed and basic structures adhered to.*

## Next Meeting

Thursday 10May 2018

11.00am - 12.00 midday

Acting Chairman - Douglas Birch  
01543 360167  
07821 066 983

Secretary - Karen Clift  
01543 728748  
karen.clift@walsall.nhs.uk