

RUSSELL HOUSE SURGERY – PATIENT PARTICIPATION GROUP

MINUTES FROM MEETING HELD ON 17th July 2019

In attendance: Alan Cotterell , Mike Davies, Lynn Fern, Robert Lewis, Andrea Partington ,Pat Roberts, Sandra Wilkes,

1. Apologies: Sara Aslett, Paul Dean, Dave Edwards, Kate Jones, Ruth Morris, Pat Watton, Dr Dewi Williams.

2. Notes of Last Meeting – Previously circulated:

These were accepted

3. Matters arising from previous minutes

There were no issues raised

4. Focus Group (Proposed Surgery Relocation)

The purpose of the discussion was to 'engage with the people' via the Focus Group, that is to say the PPG were representative of the Patients as part of *due diligence* in examining all aspects of the proposed Surgery relocation. To this degree, we investigated the following:

- **Do you agree with the proposed move to Russell House Surgery? (Yes/No)**

As can be seen from the attached analytical feedback, from a total response of 556, 472 responded in a positive way and 84 were against. Within the Focus Group there was 100% support.

- **Do you have any concerns about patients being affected by the proposed move? (Yes/No)**

The concerns raised were around the facilities of the new Surgery and the importance of maximising its potential for the benefit of both Patients and the 'Practice' Staff. These issue were relative to the following, remembering that these were the issues raised 'on the day' by the Focus Group.

- **What could be done to address these concerns?**

(These two areas have been combined in the interests of both clarity and avoidance of repetition)

- Parking was a very major concern given the present facilities of the Council car park, however it was confirmed that with the new Practice comes an additional 70 spaces. Within that topic the Group raised awareness of Disabled Parking, Facilities for Mobility Scooters, Mother and Toddler and Cycle Racks.

Given the number of additional spaces, it is felt that the Carpark should ideally cope with the Practice requirements. However the Practice is constantly in communication with the relevant persons tasked with providing the building and its facilities. This will be monitored on an on-going basis by the Practice, in addition to the PPG

- Opening times of the Doors so that patients could at least be accommodated in the dry prior to the Practice opening with seating, especially for those of senior years and infirm etc.

With the facilities of the building, in so much that there are additional external Companies as well as the Council Staff that work varied hours throughout the day, plus the Café that provides extensive refreshment, again throughout the day. The building should be far more available than with the present facilities.

- Disability access and facilities in line with the 'Disability Accessibility Checklist' covering such topics as invalid toilets, facilities for both partially sighted and hard of hearing and naturally those Patients with mobility issues.

Various elements of modern day building legislation takes into account the statutory requirements for those that have disability. However it was strongly confirmed that regardless of this the PPG would closely monitor the situation

- The location of Public transport.

There is the benefit of a bus stop directly adjacent to the proposed new Practice for both routes to Wolverhampton, and through to other parts of Codsall.

- Pharmacist facility for the dispensing of medication once a prescription has been issued.

It is to be hoped that there is a Pharmacy within the Council offices and that has to be Lloyds Pharmacy and representation has been made by the PPG at our meeting 17th July to a representative of the Company. However it has to be remembered that there cannot be an additional Chemist in Codsall and the surrounding locality. This being the case, then a Chemist would have to close if there were to be one integrated within the new facilities

- Facilities for a Patient to discuss various issues in confidence without the distraction of others close by.

Within the plans of the Practice there is to be a room set aside for such a request where confidentiality is the issue.

- **Is there anything else that the Practice needs to consider?**

With the support of the Practice Staff and the PPG as time progresses and the lead up to the move all action relative to the new location will be tightly monitored

Given then enhancement in the facilities potential, there could well be facilities to enhance the Practice to that of a Teaching Practice, although not guaranteed.

Consideration could be given to the addition of a Nurse Practitioner which could well enhance medical cover.

As a foot note, within this section members of the PPG raised concern on budgetary constraints and the effect on the new building and facilities. It was encouraging that currently the budgets discussed appear generous towards the potential needs.

Please note that I have attached 'draft' documentation around the findings from the Patients who responded

5. Any Other Business

Pat raised issue surrounding the on line application for Patient Access. If anyone has had problems or frustration trying to sign up to the application, or using the application, could they please forward on details to me for Pat to investigate, thank you.

Please note that the next meeting is the 6th November at 2.30pm.

