**SADDLERS HEALTH CENTRE**

Dr F Mahmood and Dr M Verma – Hatherton Medical Centre, 1 Hatherton St., Walsall WS1 1VB

Telephone No. 0192 622326

**Patient Participation Group Meeting**

**Tuesday 13thMay 2025, 12 noon**

In Attendance:

CM (Practice Manager)

DP (Chair)

RI

CM

SR

HS

1. The Chair welcomed everyone to the meeting. Apologies were received from CS.
2. Notes of the meeting held on 22nd January 2025 were accepted. There were no matters arising which were not covered by the Agenda.
3. Further discussion took place on the Constitution, Terms of Reference and Purpose of the Group. SR agreed to prepare a draft document to amalgamate these into one. This to be presented for consideration at the next meeting.
4. New Medical Centre update – Practice Manager stated that the new signage on the outside of the building was in place (Hatherton Medical Centre). Due to the size available it had not been possible to include Saddlers Health Centre in the sign. ANPR screens now on stands and not on the reception desk.
5. Practice/Doctors’ Agenda Items
6. Modern General Practice (MGP) - Contacting surgery and managing appointments

The MGP audit for the Black Country Integrated Care Board (ICB) had been completed and passed off. The practice to introduce a call back function for the telephones 10 am to 4 pm for non-urgent cases and an update would be given as soon as there was an installation date. The surgery had been put through as one of the best practices for implementing modern general practice along with monitoring and actioning of demand and capacity.

The practice is required to offer total appointments of 311 per thousand patients = 1,244, Saddlers Health Centre (HC) provides 2,437.
GP appointments required 123 per thousand = 492, Saddlers HC provides 963.
Same day appointments required 105 per thousand = 420, Saddlers HC provides 822.

The Director of Primary Care had thanked Black Country practices for their hard work and commitment to providing impressive responses to patients needs. Signposting 391 patients to other services from 1st April 2024 to 1st April 2025 has saved GP appointments for minor illnesses, eye problems etc.

The practice has 4,800 patients (CM to check what the maximum number is).

Services are also provided by a Nurse practitioner and a Locom GP working

Wednesdays pm and Thursdays am. Rapid response team has now moved to Pinfold.

Health Watch results were added to the website. There were a few recommendations from this which the Practice Manager is working through and these will be actioned by the end of June 2025.

The NHS digital champion (TP) will attend a series of training sessions with the ICB and when fully competent this will be displayed via the website and in the surgery for any patient who requires help or support with the app, this is due to end in September 2025.

1. GP Survey Results July 2024 – Action Plan

Details were given of the questions included in the Survey (which ended on 28th February 2025) and the responses given. There was nothing requiring urgent action and patients were generally positive in their responses with them being happy to recommend the practice to family and friends. The practice would continue to review the demand and capacity from the telephone data to ensure enough cover from reception on the phones. There is a message on the telephone system for patients to ring after 10 am for results and routine questions. CM to ensure that the online accurex is well promoted to ensure routine appointments are requested online for those patients who are able. There are routine appointments available to book via the NHS app and also walk in appointments for those patients who have hearing difficulties. These audits will monitor only those patients who are calling in on the day for urgent reasons only. CM to ensure that contacting your GP on line is promoted further with patients via telephone recordings, website, posters in the waiting room, TV screens and also sending text messages to all patients to advise of this service. Reception staff to also promote this verbally when speaking to patients. Participation in next year’s Questionnaire will need to be further promoted.

1. Pharmacy First

More services are now being provided to patients for minor illnesses and advice and this will continue to be signposted.

1. Staffing Levels and Training

Staffing levels were maintained, with one member of the reception team due to return in August from maternity leave. Mandatory training to continue with one member of staff having been on training for visually impaired and hearing impaired patients. More information will be feedback at the next meeting as to what changes have been put in place from this training/learning.

1. Website

There have been no changes to the Website.

1. PPG membership recruitment

Despite further efforts there are no recruitments

1. DNA Latest Statistics

1 month 337

3 months 934

6 months 1435

12 months 2233

Consideration will be given to the number of times a patient has DNAd and letters will be sent out where appropriate informing them that they can now be removed from the practice list.

1. AOB

Practice Manager was thanked for her hard work and information provided.

The date of the next meeting was set for Tuesday 29th July 2025 at 12 noon in the Surgery.

As requested by the PPG PM will ask one of the GPs to take a few minutes to drop in to the next meeting.