

Chairman's Report.

Jiggins Lane PPG holds meetings every six weeks or so, the format is informal and friendly, discussion and member intervention is encouraged. We have published a constitution which covers behaviour during the meetings and have recently modified this to cover legislation regarding data protection. The time of the meetings has been varied in an effort to make the meeting time more patient-friendly to encourage greater participation.

We have held informal meetings with the Chairs of other local PPGs to see how they operate and to adopt best practices, one result of which has been the adoption of regular updates from Jiggins Lane practice on recruitment, retirements and changes in operational practices.

We have had presentations to the PPG from members of the Practice and others on:

- **QCAPS**

Dr Sam gave a short presentation on QCAPS. The scheme is for non-urgent referrals to the QE only and has been running for 6 months. 67% of the referrals have been OK for sending straight to the QE. 10% were advised to refer to a different clinic and 23% were given advice including: “no need to refer (10%), “refer urgently” and “do more investigations”. The review of the referral takes up to 2 working days and the reviewer gives advice not instruction to the GP. Patient consent is needed for the referral to go through this process. The next audit of the scheme will look at those patients not referred to the QE after QCAPS review; the numbers involved and the outcome for the patient.

- **Information Governance and data sharing**

Dr Sam gave a presentation about information sharing.

“Your Care Connected” is a scheme to share patient information across Birmingham, Solihull and Sandwell between the GP surgery and all the hospitals in the area. This will share diagnoses, medication and test results but not free text.

There is another scheme via the Practice IT system (System 1) for a full merger of patient information. At the moment this is working between the Practice and the hospice. System 1 is changing to become more secure and wants to create 3 tiers of information sharing. The White List – the patient would agree to their information being shared with e.g. local hospitals, Out of Hours service and local practices. The Code List where the patient would give access to their records to a specific hospital at a particular visit via a code generated by System 1 which would be texted to the patient. The Black List- a list of organisations that cannot access patient records.

There has been a successful trial at Hall Green and the scheme will now be rolled out across the CCG.

Patients would need to consent to participate in either or both schemes.

- **Birmingham Carers Hub**

Ty Thunder attended to tell us about Birmingham Carers Hub. They offer help and information, support and advice e.g. financial advice, home improvements, a Carers Emergency Response Service, care sitting and many other things to improve the well-being of carers. An individual assessment is carried out to see what help a carer needs.

It was agreed to have slide on the TV giving contact details and information about the Birmingham carers Hub.

We are fortunate that our PPG Secretary, Alison Matthews, has been willing to attend external meetings and to report back to the group.

Her comments are as follows:

- **PPG Awareness Session at Birmingham Cross City CCG**

AM attended a meeting hosted by the CCG on 22nd June 2017 on behalf of our PPG. There was a discussion about the challenges faced by PPGs; we shared solutions and suggestions for a successful PPG.

- **Birmingham Cross City CCG Primary Care Engagement Forum**

AM attended a meeting on 31st July. There was an update on the new Non-Emergency Patient Transport contract which has been let to West Midlands Ambulance Service. The ambulance service is still not achieving the target for getting people home promptly after their hospital appointment.

There was an update on GP contract issues. CQC reports 6 outstanding practices, 140 good, 22 requiring improvement and 4 inadequate.

There was a presentation on the consultation re the Future of Birmingham and Solihull CCGs.

- **Birmingham Cross City CCG, Primary Care Engagement Forum**

AM attended the meeting on 19th October, the main issues discussed were:
ACE- from April 2018 there will be a “universal offer” across the new merged CCG on diabetes, respiratory medicine, clinical peer review and medicines management.

GP Recruitment- there is approval for international (EU) recruitment for 100 GPs for Birmingham and Solihull. The CCGs say 136 are needed by 2020 but the NHS says we only need 103.

Extended Access- There should be 75% coverage of extended access by March 2018. Appointments should be available until 8.00pm Monday to Friday and some appointments available on Saturdays and Sundays. The basic contract is 8.00am to 6.30pm Monday to Friday.

Same Day Access after Christmas and New Year- a scheme has been agreed to improve access in the holiday period.

CQC Quality – Across the CCG 3 practices were assessed as outstanding, 83 good, 8 in need of improvement and 3 are awaiting inspection.

Equality and Diversity- There was a presentation and an audit tool which can be used in practices, which helps with the CQC inspection. Does our PPG membership reflect our practice population?

- **Birmingham Cross City CCG Primary Care Engagement Forum**

Alison gave feedback from the last meeting on 27th March 2018. There was a presentation on Digital Healthcare, about using on-line consultations and other changes to IT systems.

Following the merger of the CCGs the new BSol CCG will be looking at ways of working with Sandwell and West Birmingham. The new CCG website is now up and running. Issues for the new CCG are: managing the change; the impact of new nursing homes and retirement “villages” on practices; the national priorities on getting people out of hospital quicker; and workforce issues.

TV in reception- KM has put slides on the TV in the waiting room about the PPG.

Upstairs Waiting Room – a reflective film has been put on the windows to reduce the temperature and the new chairs for the upstairs waiting room have been delivered.

Newsletter

It was agreed to have a “virtual” newsletter put on the waiting room TV.

Car Parking

Representation has been made to Birmingham City Council and there has been a visit by a Council representative to the practice.

Additional chairs – the practice is still waiting for some new higher chairs.

WiFi – Katie is hoping to have news after some new equipment has been installed.

PPG Email – the PPG now has an email via the Practice which is regularly checked. jigginslane.ppg@nhs.net

I am very grateful for the support I have received from the group and look forward to the next year.

John Banner
August 2018