

### AGM Report.

The first AGM of the Richmond Medical Centre Patient Participation Group was held on Thursday 28th June 2018. The attendance was a lot smaller than was hoped for however the select group that attended heard a welcome from the Chairman, Keith Boad, followed by an introduction to the PPG, explaining that it now had some sixty-four members and they were the basis of a Consultation Group and nine members formed the Steering Group to manage the day to day operation.

He then went on to give a review of the last fifteen months, identifying both the highlights and the areas for improvement. A key issue was for the members of the PPG to become less ambivalent and more involved with the issues that affect them as patients.

Then Dr Vicky Matiopoulou gave a short presentation highlighting the different approaches being taken with regards to Anticoagulation across the new BSol CCG area. Work has started to address these differences with the objective to standardise the approach.

The Chairman then gave a quick resume of the Patient Survey results. The overall results showed a very positive position but areas of potential improvement were identified for the practice to concentrate on. The Chairman finished this item with a big vote of thanks to Richmond Medical Centre doctors and staff for the way they look after us.

The Practice Manager, Becky Shrewring, then gave an overview of what the practice has in place or will be putting in place in the near future to address the areas of improvement identified by the Patient Survey. Followed by a resume of the activity of the Solihull GP Alliance.

### AGM Report continued

The Chairman then requested that, as in the Constitution, the audience confirm the current Steering Group Officers in post for the remainder of their tenure. This was accepted unanimously. The AGM concluded with the Chairman inviting any questions or the raising of any other business, none were raised and the meeting was closed.

### The New GP Group Rated "Good"

A NEWLY formed Birmingham and Solihull super-group of GPs' services has received a 'good' rating in NHS England's end-of-year annual assessment.

The new Birmingham and Solihull Clinical Commissioning Group (CCG) is a fusion of several Birmingham and Solihull CCGs creating a new single commissioning organisation established in April - buying in services for patients in the region.

Each body which merged to form the new CCG received 'good' ratings. They are NHS Birmingham CrossCity CCG, NHS Birmingham South Central CCG and NHS Solihull CCG. A spokesperson from the CCG said: "This has been a considerable achievement by the CCG; the ratings reflect the significant progress made and stability provided for the health system in Birmingham and Solihull. "It provides a strong and positive position for the new CCG to move forward from."

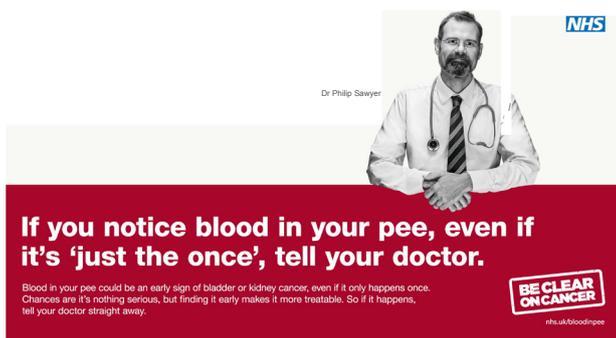
The spokesperson said a key area of progress has been the CCG's improved partnerships across Birmingham and Solihull. This included being a stronger partner in the Sustainability and Transition Partnership (STP) - which aim to improve health and care in individual localities in the long term.

The CCG's merger, and the benefits this has brought with a single leadership team and commissioning voice, were also noted by NHS England.

The end-of-year assessment did say the CCG must remain focused on improving specific targets around urgent care, cancer waits and the transforming care partnership, as well as ensuring a robust organisational development approach.

**Paul Jennings, chief executive**, said: "These are really positive ratings and are testament to the hard work of our colleagues. We are committed to creating an ambitious and progressive organisation, one that has clear and shared values; we are currently working with our CCG colleagues to develop and embed this across the organisation. Starting on our journey to become a more strategic commissioner, we will be tackling local challenges in a more joined-up way with local partners, to ensure our patients can access joined-up care across Birmingham and Solihull. This will mean removing organisational boundaries and supporting the development of new ways of doing things. We will retain a clear focus on reducing health inequalities and improving health outcomes for all, whilst ensuring a sustainable health service for the long-term."

Solihull Observer



Dr Philip Sawyer

**If you notice blood in your pee, even if it's 'just the once', tell your doctor.**

Blood in your pee could be an early sign of bladder or kidney cancer, even if it only happens once. Chances are it's nothing serious, but finding it early makes it more treatable. So if it happens, tell your doctor straight away.

**BE CLEAR ON CANCER**

nhs.uk/bloodinpee



Public Health England

**As you get older shingles can be very painful and really affect your quality of life.**

**Are you 70-75 or 78-79 years of age?**

Then you are eligible for your **shingles vaccination**

**Speak to your GP practice today about having your shingles vaccination**

**mmunisation** The safest way to protect children and adults



## SKIN DAMAGE. ALSO AVAILABLE IN THE UK.

You don't have to go to a sunny country to damage your skin. Wherever you are, enjoy the sun safely and reduce your risk of skin cancer with shade, clothes, and sunscreen.

Find out more at [cruk.org.uk/sun](http://cruk.org.uk/sun)

LET'S BEAT CANCER SOONER



## Macmillan Cake Morning

We would like to host a Macmillan Cake Morning on 28th September 2018. Please spare the time to come along and buy some of our home baked cakes or even donate a cake yourself.

## Be Clear on Cancer

July was Be Clear On Cancer Month. Please read the posters. They are also screened on the TV in the Surgery.

## Having the same GP halves the chance of early death

The Scottish Sun/ Daily Telegraph

More than 80 per cent found repeated contact with the same doctor significantly reduced death rates

SEEING the same doctor regularly slashes the risk of early death by up to 53 per cent, a major study reveals.

Experts claim medics make better diagnoses if they know the person they are treating.

And patients are more honest with their regular GP and more likely to trust their advice.

Journal BMJ Open looked at 22 international papers, including three from England. More than 80 per cent found repeated contact with the same doctor significantly reduced death rates. In some studies mortality fell by 53 per cent.

Only a quarter of Brits get a repeat appointment with their regular family doctor. Now medics say the NHS must stop seeing continuity of care as a convenience and regard it as a matter of "life or death".

Researcher Sir Denis Pereira Gray, of St Leonard's Practice in Exeter, said: "It's been neglected, with everyone talking about technology.

"But at the end of the day, it's about two people sitting down and talking. How well they get on is crucial."

Patients seeing the same GP are also likelier to get treatments preventing illness, the study discovered.

## APPOINTMENT ATTENDANCES JULY 2018

# 93%

## NEXT PPG MEETING DATE

Thursday 20th September 2018 at 11.30am

## PRACTICE NEWS

### We have listened!

Following the Patient Survey here are some of the things we have started to address.

**Telephones.** We now have a new system that allows up to fifteen people to queue but currently there is no indication where you are in that queue. *This issue has been raised with the supplier.*

**Appointments.** We now utilise three receptionists on three days per week which helps us to answer the telephones quicker unfortunately the downside is that all the appointments go very quickly. *It is also however worth ringing back in the afternoon to check for any cancellations.*

**Online appointments** are available, but not for the same day unless there are any cancellations. More appointments will be coming via the **Extended Access** within Solihull, **watch this space!**

*We will continue to visit all the points raised from the survey and will let you know as they are addressed.*

## HAPPY 70th BIRTHDAY NHS

### Birmingham & Solihull CCG

#### About us...

- **Birmingham and Solihull CCG** became the largest clinically-led commissioning organisation in England on 1 April 2018.
- We were created following approval by NHS England for a merger between Birmingham CrossCity, Birmingham South Central and Solihull CCGs.
- We are a membership organisation, with **177 GP practices**, as well as a **clinically-led Governing Body**.

## Birmingham and Solihull CCG

Responsible for commissioning services for:



A budget of  
**£1.8 billion**  
(that's 2% of the overall NHS budget)

CCG will spend  
**£3,420**  
a minute, or  
**£57**  
a second!

#### Two clear areas of focus:



Commissioning services that deliver the aims, objectives and service improvements included in the STP, contracts with providers and the Operational Plan; and



Developing as strategic commissioner, strengthening place-based commissioning and provision, as well as developing and implementing the STP operating model



Follow us on Twitter  
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Richmond Medical Centre  
CQC overall rating

# Good

2 February 2017