

**AGM of the Patients Participation Group, held in First Floor Reception, College Green Medical Practice, B31  
2GH,  
22 May 2025 at 6:30 pm Attendance: 17 people**

1. Apologies: received from 10 people

2. Talk and Q&As with Dr Lewis Hitchin (College Green Medical Practice) about the NHS Pharmacy First Scheme. The scheme began in January 2024 and 95% of pharmacists are now signed up to it. The scheme covers three areas:

- Emergency prescriptions via 111,
- the minor illnesses scheme, by which pharmacists can offer advice and even issue prescriptions for illnesses such as cough, colds, bites and can also recommend pain relief
- The *Seven Clinical Pathways*, issuing prescriptions such as antibiotics for conditions like ear infection in children, infected insect bites, tonsillitis, sinusitis, shingles, UTI (women), sore throat, rash and impetigo. College Green patients can go directly to their pharmacist under this scheme without having to be referred by the surgery.

Dr Hitchin said that the patient experience to date has been positive and that the seven pathways may be expanded in the future. Patients can use the scheme when on holiday via 111.

The medications supplied by pharmacists will appear on our patient records.

3. Minutes of meeting of 12 February 2025

Dan Hill said that Feedback to the CG practice from the ICB has been limited and ICB budgets are being cut in light of the newly announced reorganisation of the NHS, which appears to mark a turn towards greater centralisation. ICB funding is now very 'tight' and there is uncertainty about what will happen following the decision to remove NHS England.

When CG is under pressure for appointments, these can be transferred to other GP Practices in South Birmingham through what is called 'locality appointments'.

4. Matters arising from the Minutes: None

5. Report of Chair for year May 2024 to May 2025

Richard Tuckett tabled his report for the year (attached to these minutes)

Richard highlighted that College Green may be a beneficiary of a new £2.9 million research grant examining the potential role of AI in improving GP administrative systems. He said that the PPG could play an important part in this.

6. Report from the Practice Manager, Dan Hill: Opportunities, Positives and Problems

Dan said that 2024/2025 has been a relatively quiet year for the Practice after the turbulence following the move from Granton and after Covid. Staff numbers are stable and staff turnover is now small.

Relations with the local QE Hospital have been generally good, mediated through the GP liaison officer at the QE, Patrick Moore. There was a minor issue regarding delays in getting blood tests to the lab. Now that CG has its own centrifuge, the process of analysis and transmission of results will be speeded up.

The major activity this year was the Care Quality Commission (CQC) inspection, involving a one month study. CG received a good report result, with only two issues noted – clinical safety for high risk drugs, and procedures for dealing with complaints. Changes have been made on both issues.

Dan said that our processes are being streamlined as the Welby Innovate comes on stream during the next six months.

Patients will be asked if they are happy with their current medication.

Blood test results will automatically trigger a text message to the patient confirming if they are ok. A higher cholesterol reading will trigger suggestions for changes in diet rather than the need for an appointment.

The patient triage system at reception will be refined further.

Dan noted that patient use of V-Consult has increased by 50% over the year while numbers using phone calls has remained static.

The relationship with the landlord (now Evri, which recently took over Azzura) remains unsatisfactory – problems with the lifts have improved but the Practice was without water for 24 hours last week when one of the two

water pumps failed, the other one having been inoperative for six months without any response from the landlord during that time.

Dan said CG would like to take over maintenance of the building from the landlord but currently the Orthopaedic Hospital is not in favour of such a move.

The rubbish collection has not been affected by the current strike.

7. Nominations received and election of Chair, Vice Chair, Minutes Secretary

Existing officers all agreed to continue in post.

8. Questions in advance of the Meeting: None

9. Questions from those present: None

10. Any Other Business and Future Meetings

There was a suggestion for a speaker from the Orthopaedic Hospital Unit on the 3<sup>rd</sup> floor. A date for the next meeting was not agreed.

Signed, Andrew Nickson (Minutes Secretary)