

Lichfield Street Surgery Walsall Patient Representative Group
2-30 pm, Wednesday 15th February 2017
Minutes

- 1. Present members:** Gwen Evans; Cliff Kirby-Tibbits; Mary Fulford; Ann Farrell; Sam Hardwick; John Duder.
- 2. Apologies for absence:** Conrad Roe; Beryl Brake; Joy Kirby-Tibbits; Deborah Hennessey, Marilyn Wilkes.
- 3. Notes of the previous meeting:** agreed.
- 4. Matters arising:** none.
- 5. Action list update, where not covered by specific agenda items:** new newsletter update.
- 6. Correspondence:** PPLG.
- 7. Chair's update:** Due to attend a recent dementia day, but was unable to do so. Attended PPLG, and was horrified by some behaviour. Paul Maubach was there, and spoke about social care and Manor finances. One member of the group has been excluded from the next two meetings. Next PPLG on Tuesday 21st February at 1-30, in the Beechdale Long Life Learning Centre.

The CCG is providing conditional funding for a second year of membership of NAPP (the National Association for Patient Participation) for PRGS – <http://www.napp.org.uk/>. To get the funding, a PRG must say what use it made of membership in 2016-17, how it will use membership in the next year, and join Healthwatch Walsall

- 8. CCG issues:** the biggest current issue is the Sustainability and Transformation Plans (STPs) that NHS England is requiring all commissioners and providers to form. Essentially, these will be a way of making sure that the NHS provides the best possible care across larger areas: for Walsall, this will mean joining together with Sandwell & West Birmingham, Dudley and Wolverhampton. There will be benefits in both cost and quality, as a broader footprint will allow specialisation to meet complicated needs, and give more strength in depth in all arrangements. There will, ultimately be some 'reconfiguration' – rearranging how and where some services are provided. This is particularly important for things like stroke care, where a centre that deals with three or four cases a day will give every patient a better service, increasing survival rates and quality of life.

It's also likely that funding for secondary care will start to be on the same sort of capitation basis as for general practice. This will give hospital trusts certainty about funding, and put the emphasis on providing good care and improving health, rather than doing more operations and tests (which the present payment system encourages).

- 9. Patient survey:** top issues were telephone waiting times, patient awareness of Facebook and Twitter (Dr Stevens & Dr Hobson run these), interest in awareness days, awareness of PRG members, workshops. The group agreed this.
- 10. NAPP membership:** we wish to continue (CCG conditions for funding next year).

- 11. Which day do we want meetings?** Sam's pointed out that there are students in the practice on many Wednesdays, requiring the conference room for teaching purposes. Are there any blocks to prevent us moving to a different day?

Stick as we are for now. Review if necessary.

- 12. Newsletter:** Gwen and John to do another one. Include what the PRG can and cannot do. Dr Denihan now works Monday/Tuesday/Wednesday. Dr Ishmael does Thursdays and Fridays. Every patient has a named GP, but may see any doctor.

- 13. Schools outreach project:** no progress. Gwen will talk to Julie next week.

- 14. Practice update (issues not covered by specific agenda items):** Ron has started to do two days a week. He can write prescriptions, and review medication. The new practice nurses cannot do prescriptions – only Anne-Marie and Janine can do this.

- 15. Any other business:** best practice PRG – www.htmc.co.uk – an inspiring practice website with an excellent PRG.

- 16. Date and time of next meeting:** 2-30 pm, Wednesday 29th March 2017.

Appendix 1a – Action list

Lichfield Street Surgery Walsall Patients' Participation Group action list 2015-16				
Ref.	Issue	Detail	End date	Lead
1	Newsletter	John & Gwen to put together a newsletter update	30 September, latest	John
2	PPLG attendance	John to email Greg about asking the PRG chairs about attendance at the PPLG	ASAP	John
3	Patient mentors	Is this an area that the Practice wants to develop? John to seek advice from the CCG	5 th October March meeting	Greg John
4	Newsletter	Include social media, online booking, PRG membership, practice pharmacist (Ron Bains),	ASAP	Gwen & John
5				
6				

Note: remove issues from list on completion. Do not auto-number!

Appendix 2 – future meetings

Meeting	Date	Time
PPG meeting	Wednesday 29 th March	2-30 pm
PPG meeting	Wednesday 10 th May	2-30 pm
AGM	Wednesday ??? May	6-30 pm
PPG meeting	Wednesday 21 st June	2-30 pm