

Lichfield Street Surgery Walsall Patient Representative Group
2-30 pm, Wednesday 29th March 2017
Agenda

- 1. Present members:** CR, CK-T, (acting Chair), DH, MF, AF, SH, RH, JD.
- 2. Apologies for absence:** GE, JKT, BB.
- 3. Notes of the previous meeting:** agreed.
- 4. Matters arising:** telephone waiting times – now dropping, as repeat prescriptions no longer available by 'phone. Online access has increased, which has helped. Greg noted that the lines are busiest between 8 and 11, so ringing between 11 and 3 gets the best response.
There was discussion of charges for foreign nationals. RH explained that primary care is free for anyone resident for more than six months to improve public health.
- 5. Action list update, where not covered by specific agenda items:** no progress yet.
- 6. Correspondence:** none.
- 7. Chair's update:** N/A.
- 8. CCG update:** John said that the CCG is making progress on the problems that led it to be put into special measures, and is succeeding in meeting the NHS England directions. The Accountable Officer, Paul Maubach, is staying for the next year. There is a focus on joining up care better between organisations. Capitation budgets for acute care are coming – the same basis as general practice funding.
- 9. AGM date:** 24 May at 6-30pm. JD will invite Healthwatch Walsall to do a talk.
We also agreed that John would prepare a set of two-monthly dates for the next year's meetings.
- 10. Newsletter:** to be done.
- 11. Schools outreach project:** no update.
- 12. Practice update (issues not covered by specific agenda items):** new website! Please go and look.
Mossley Fields surgery has had a CQC rating of outstanding.
Another surgery, The Limes, will be joining Umbrella Medical on 1 April, taking the total number of patients to 30,000.
There was discussion of add-ons like the practice pharmacist, and how people will know. Receptionists are offering appointments with different professionals, and this allows more appointments and more appropriate care.
From May, routine care will be provided in 15-minute appointments, and a section of the working day will be reserved for urgent appointments. Clinical pharmacists and prescribing nurses will provide the other element of urgent care for minor ailments. If a GP appointment is needed, this will be arranged during the same visit to the surgery.
No staff changes to report.
The new surgery project is still in play with NHS England, and Greg will update the group as soon as he can.
- 13. Any other business:** the Manor is reintroducing the yellow card system, so that consultants book a future appointment for six months rather than leaving it to the computer system.
- 14. Date and time of next meeting:** 2-30 pm, Wednesday 10th May 2017.

Appendix 1 – Action list

Lichfield Street Surgery Walsall Patients' Participation Group action list 2017				
Ref.	Issue	Detail	End date	Lead
3	Patient mentors	Is this an area that the Practice wants to develop? John to seek advice from the CCG	5 th October 29 th March	Greg John
4	Newsletter	Include social media, online booking, PRG membership, practice pharmacist (Ron Bains), Denihan/Ishmael days	ASAP	John, help from Greg
5	School outreach project	Will this go forwards?	29 th March	Gwen
6	Schedule of meetings for 2017-18	John to prepare a list of six-weekly dates (see Appendix 2)	10 th May	John
7	NAPP funding – letter to CCG	John to draft (Emailed to CCG 29 March)	31 March	John
8	Healthwatch talk for AGM	To arrange with Healthwatch Walsall (Invitation email sent 30 March)	10 th May	John
9				

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

Appendix 2 – future meetings

Meeting	Date	Time
AGM	Wednesday 24 th May	6-30 pm
PPG meeting	Wednesday 21 st June	2-30 pm
PPG meeting	Wednesday 11 th October	2-30 pm
PPG meeting	Wednesday 6 th December	2-30 pm
PPG meeting	Wednesday 31 st January 2018	2-30 pm
PPG meeting	Wednesday 28 th March 2018	2-30 pm
AGM	Wednesday 23 rd May 2018	6-30 pm

