

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

- 1. Present members:** Gwen Evans (Chair), Kath Hawker, David Maybury, Ann Farrell, Penny Allen, Sam Hardwick.

Apologies for absence: Mary Fulford, Cliff Kirby-Tibbits, Joy Kirby-Tibbits, David McLaughlan.

At the start of the meeting, John said he no longer works for the CCG, and cannot speak for it.

- 2. Notes of the previous meeting:** agreed.

- 3. Matters arising:** none.

- 4. Action list update, where not covered by specific agenda items:**

Newsletter – we agreed that we don't need another edition before not before Christmas. A new newsletter early in 2018 will be a good idea.

School outreach project – this is unlikely to proceed. We discussed the reasons for the project, and the demographics of the group it was aimed at. We noted that Healthwatch had begun a parallel project, not knowing that this had already been started.

We had a discussion of the purpose of a PRG. We agree that there is an issue over what a PRG can deliver for the majority of patients in the Practice.

We also discussed the benefits of the new surgery building project, details of which are still not finalised.

Additionally, we discussed the change of Healthwatch management.

- 5. Correspondence:** none.

- 6. Chair's update:** Gwen will attend the next meeting of the PRG chairs group convened by the CCG.

Gwen had been on a tour of children's facilities at the Manor. She was impressed.

- 7. Practice update (issues not covered by specific agenda items):** another recruitment drive – Advanced Nurse Practitioner Anita is leaving, and another pharmacist is coming in December. No new doctors this month. A new summariser (who reads correspondence and forwards it for action when needed) has started. During Sam's maternity leave Lorraine will cover meetings.

Members asked for an update on the new building at the next meeting: Greg arrived at the end of the meeting and clarified that there is only one practical place for the surgery, on the Jabez Cliff site. The Practice will begin consultations with patients once some of the practicalities are sorted out. The consultation will be on whether the new building is something that patients will want, not where it should be. John noted that the latter question may be relevant for some patients of other surgeries, but that the Jabez Cliff site is less than two hundred yards from the present Lichfield Street building.

8. **Newsletter:** see item 4 – new edition in early 2018.
9. **Discuss PRG work plan (Appendix 2):** we discussed possible extra items, including talks. David suggested having a pharmacist.
10. **Any other business:** one member said that they were not asked any general health questions before a 'flu jab, and that the leaflet they were given suggested that the vaccination may not have been appropriate in their circumstances.

Another noted that a new receptionist had suggested that an appointment for a patient with shingles could be postponed for two weeks: Michaela had sorted things out very well.

11. **Date and time of next meeting:** 2-30 pm, Wednesday 17th January 2018.

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?	29th March	Gwen
6	Schedule of meetings for 2017-18	John to prepare a list of six-weekly dates See workplan at Appendix 2	10 th May Complete	John
7	NAPP funding – letter to CCG	John to draft Done, and sent by email 29 th March	31 March Complete	John
8	Healthwatch talk for AGM	To arrange with Healthwatch Walsall	10 th May	John
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10				
11				
12				

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

Appendix 3 – future meetings

**Lichfield Street Surgery Walsall Patient Representative Group
Meetings schedule 2107-18**

Meeting	Date	Time
PRG meeting	Wednesday 17 th January 2018	2-30 pm
PRG meeting	Wednesday 21 st March 2018	2-30 pm
PRG meeting	Wednesday 16 th May 2018	2-30 pm
PPG AGM	Wednesday 30 th May 2018	6-30 pm
PRG meeting	Wednesday 18 th July 2018	2-30 pm