

Lichfield Street Surgery Walsall Patient Representative Group
2-30 pm, Wednesday 17th January 2018
Minutes

1. **Present members:** Gwen Evans, Cliff Kirby-Tibbits, Joy Kirby-Tibbits, David Maybury, Ann Farrell, Penelope Allen, Kath Hawker, Greg Bloom, Lorraine Stewart, John Duder.

2. **Apologies for absence:** Conrad Roe, Mary Fulford, Beryl Brake.

3. **Notes of the previous meeting:** agreed.

4. **Matters arising:** none.

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

Patient mentors - there had been a variable response from the clinical partners, largely because of confidentiality and safety concerns. The PRG has a positive view, but will be no further action for the moment.

Greg asked all members of the PRG to have a look at the Walsall Community Living Directory on the internet for stop its age of rectory of a large number of voluntary services.

<https://www.wcld.co.uk/kb5/walsall/asch/home.page>

6. **Correspondence:** Greg had received email from CCG about the 70th birthday of the NHS comma and asked PRG members to consider how the Practice and the PRG could celebrate the occasion on the 5th of July.

7. **Chair's update:** Gwen had attended a public meeting about the new surgery building which was well organised with doctors present. She also attended a meeting of representatives from each PRG together with members of each practice and staff from Walsall Clinical Commissioning Group. We noted that Walsall Council has made it clear that the Broadway site is not currently available for development.

Greg said that there are plans to emulate the way things work at the Mossley Fields surgery, bringing consultants to work from the new building. (At Mossley, a paediatric consultant sees patients from all four of the Umbrella Group's surgeries.)

8. **Practice update (issues not covered by specific agenda items):**

We discussed patient access for stop the practice has had 600 extra patients this year, and has responded by employing more clinicians, and telephone operators. Space is an issue for the practice, and although the practice is probably doing better than other surgeries in Walsall, a one off check show that they were 75 contact the front desk between 9 and 10 one morning. There are at least 500 telephone calls to the Practice every day, and up to 3,000 every week.

Currently patients wait 6 to 7 working days for a routine appointment.

There is a new pharmacist, Raheema, working full time on meds reviews and same day urgent access for infections also works for 30 hours stop. Thao Lam works 30 hours a week as a pharmacist.

The umbrella group has won NHS England funding for a further new pharmacist.

Where a patient has had blood tests taken, the Practice will always ring if they need to take any action as a result of the tests.

9. **Any other business:** Greg will check that the discussion of vaccine issues in November is accurately recorded in the minutes of that meeting.
10. **Date and time of next meeting:** 2-30 pm, Wednesday 21st March 2018.

Appendix 1a – Action list

Lichfield Street Surgery Walsall Patients' Participation Group action list 2017-18				
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 on how this should be managed	5th October 4th January 2017	Greg John
4	New Year newsletter	Draft and publish	31 January 2018	John Greg and John
5	NAPP (membership body for PRGs)	All members to look at the NAPP website to help decide whether we want continuing membership	ASAP	All
6	Record of vaccine issues under AOB in November 2017 minutes	Check that the record is accurate	ASAP	Greg

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