

**Lichfield Street Surgery Walsall Patient Representative Group**  
**2-30 pm, Wednesday 21<sup>st</sup> November 2018**  
**Minutes**

1. **Present members:** Gwen Evans, David Maybury, Kath Hawker, Joy Kirby-Tibbits, Mary Fulford, Ann Farrell, Lorraine Stewart, Greg Bloom (first part), John Duder.
2. **Apologies for absence:** Penny Allen, Cliff Kirby-Tibbits, Conrad Roe, Susan Burney.
3. **Notes of the previous meeting:** agreed.
4. **Matters arising:** none.
5. **Action list update, where not covered by specific agenda items:** none.
6. **Correspondence:** none.
7. **Chair's update:** nothing to report.
8. **Practice update (issues not covered by specific agenda items):** new build – the six-week engagement period had finished, but there had not been time to collate the results – but the response had been very good indeed, especially from Lichfield Street patients, of whom 10% responded. A meeting of PRG chairs will discuss the results on 30 November, and they will then be made available.

The patient survey had thrown up some issues with the telephone system, choice of doctor. Greg will produce a list of actions following the survey for the next meeting.

Appointments may be 5 minutes (usually for results and telephone consultations), 10 minutes (urgent single-issue), or 15 minutes (complex and long term conditions).

9. **Newsletter:** due to a communications glitch, the newsletter had not gone out. It has been agreed and published since the meeting.
10. **Any other business:** we noted that the website didn't currently have up-to-date minutes of the PRG. This has since been rectified.  
  
Previously-raised issues about 'flu and shingles jabs will be finalised at the next meeting.
11. **Date and time of next meeting:** 2-30 pm, Wednesday 16<sup>th</sup> January 2019.

## Appendix 1 – Action list

Lichfield Street Surgery Walsall Patients' Participation Group action list 2017				
Ref.	Issue	Detail	End date	Lead
9	Actions to result from patient survey	List of proposed/under way actions for next meeting	16 January	Greg
10	Resolve past AOB issues	Final resolution/assurance	16 January	Greg
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 20 <sup>th</sup> March 2018	2-30 pm
PRG meeting	Wednesday 15 <sup>th</sup> May 2018	2-30 pm
<b>AGM</b>	<b>Wednesday 19<sup>th</sup> June 2019</b>	<b>6-30 pm</b>
PRG meeting	Wednesday 18 <sup>th</sup> July 2019	2-30 pm