

## **Lichfield Street Surgery Walsall Patient Representative Group**

**Wednesday 16<sup>th</sup> January 2019 at 2.30pm**

### **Present**

Lorraine Stewart; Greg Bloom; David Maybury; Kath Hawker; Mary Fulford; Penny Allen; Cliff Kirby-Tibbits; Joy Kirby-Tibbits; John Duder; Ann Farrell.

**Apologies for Absence** – Gwen Evans.

**Notes of Previous meeting** – agreed.

### **Matters Arising** –

At a previous meeting a member asked for details about the age profile of the surgery population especially those over 70 years of age. Discussion was held about the rationale for the information. Greg informed members that the information was linked to payment from the CCG. It is also used to help with the allocation of manpower and shapes the services provided, such as urgent/routine appointments, monitoring of chronic diseases to meet patients' needs. Greg agreed to provide details of the patient profile for the next meeting and will give a talk about the future development of the practice including the challenges and what is required of the PRG.

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

John discussed the future of the PRG and the effectiveness of the group moving forward. He stated the purpose of the group was to deal with general themes that affect the general population of the practice. Complaints should be dealt with through the official complaints procedure. He stated the agenda will be sent out prior to future meetings giving members the opportunity to respond prior to the meeting with any issues they wish to be raised/discussed at the meeting.

A copy of the Terms of Reference was given out to all members and they were asked to review them, so they can be discussed at the next meeting.

### **Practice Manager Update**

Greg informed members the practice remained open throughout the Christmas and New Year period. They did have a high incidence of people who did not attend on Christmas Eve and New Year's Eve.

The surgery is managing demand well, which is not as high as last year.

Staffing – A new salaried GP is commencing employment and will be available on Monday, Wednesday and Friday. A further salaried GP is due to commence work next week. A new practice nurse is due to commence employment at the end of the month.

The practice is in the process of achieving the end of year targets.

The surgery is to commence a new innovative service to manage home visits. A home visiting practitioner has been employed to visit people at home, who have been triaged by an on call GP. The home visiting practitioner will see people with minor illnesses, undertake assessments and make decisions about the course of treatment. The home visiting practitioner will commence employment in March and cover all surgeries. G.P's will continue to visit patients who require end of life care and registrars will continue with home visits as part of their training. This will enable an increase in sessional times in surgeries.

### **Suggestion Box**

The surgery had one comment in the suggestion box in respect of the booking in machine displaying people's address. A comment was also made in respect of the comments box. It was agreed that Lorraine will explore the possibility of removing the comments box and people's addresses from the booking in machine plus the possibility of a hood to enhance confidentiality.

### **Telephone Update**

The telephone system has been updated to include the option "other". Also prescriptions and results have been amalgamated into one option. One member stated that they had experienced an "invalid option". Lorraine will test this on Friday.

### **PRG National Survey Results**

In addition to the national survey the surgery undertakes a local survey. Greg has reviewed this and an action plan has been drawn up, which will be displayed on the notice board. Areas identified to date include;

The telephone system (see notes above).

The use of chaperones – all staff will be asked to review the policy and posters/signs have been displayed around the surgery.

Privacy room – there is not a designated room, but one can be made available on request.

PRG notice board – Penny is to work with Lorraine to ensure the notice board is updated.

All members of the PRG group were asked to review the survey and come back with suggestions of other activities to enhance services for the general practice population.

### **Wi-Fi**

Wi-Fi has been installed in the surgery recently, but is not active. When it is activated people will be informed.

### **New Build**

Greg informed everyone the patient engagement had been completed and the results had been released. 9% of patients had responded and there had been positive feedback.

A planning application had been submitted to the planning authority in December 2018. They hope to have a decision by March 2019. At that stage a proposal will be submitted to the CCG and if successful building should commence in December 2019 with completion estimated to be December 2020.

### **Contribution from PRG members**

John and Lorraine had previously discussed the possibility of arranging meetings for the practice population in order to provide presentations about various health topics. It was agreed by all members and that it should be opened to all 3 surgeries. John agreed to arrange a venue/date and the surgery will arrange a speaker and invite people to attend. It was agreed PRG members would assist with invitation and engage in any other ways required.

### **Any other business**

A portable induction loop is available for people with hearing difficulties.

Feedback was given in respect of flu injections. Although new allergies etc. are enquired about on some occasions it may not be consistent. Greg to provide feedback to the nurse manager.

One member raised concerns about the need to provide people with information about any preparation for tests prior to booking them. Lorraine to investigate the matter.

One member asked about pneumonia injections and the frequency people should have them. Greg to provide feedback at the next meeting.

**Date and time of next meeting** – 2.30pm, Wednesday March 20th 2019.