

Lichfield Street Surgery Walsall Patient Representative Group

Wednesday 20th March 2019 at 2.30pm

Present

Lorraine Stewart; Greg Bloom; David Maybury; Kath Hawker; Mary Fulford; Joy Kirby-Tibbits; Ann Farrell; Gwen Evans (late arrival)

Apologies for Absence- John Duder; Sue Bernie; Cliff Kirby-Tibbits

Notes of Previous meeting – agreed

Matters Arising

Telephone system – The option “other” has been added to the menu giving callers an alternative. It was stated that the current system does not accommodate dial telephones.

Greg is currently speaking with different providers in respect of a new system that is broadband based. The possibility of a call waiting system will be considered.

Reception - Greg stated they had reviewed the staffing levels in reception and they had been doubled during the day.

Patient Profile –At the last meeting Greg agreed to provide details of the patient profile and give a talk about the future development of the practice including the challenges and what is required of the PRG.

Greg stated they were about to publish a business case for the new building, which will include details about the demographics of the practice. This is linked to the income the surgery receives, which currently has 9000 patients of which 10% are over age 75 and they have a high nursing home index. He stated that a copy could be made available to members.

Terms of Reference - At the last meeting John discussed the future of the PRG and the effectiveness of the group moving forward. 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.

He also gave members a copy of the Terms of reference and asked them to review them. This was not addressed today as John was not present and will be discussed at the next meeting.

Patient Survey

At the last meeting members of the PRG group were asked to review the survey and return with suggestions for activities to enhance services provided

by the general practice. This was not discussed and has been carried over to the next meeting.

Practice Manager Update

- Notice Board – At the last meeting Penny agreed to support Lorraine in updating the notice board. This has not been updated yet.
- Patient WI Fi – The Wi-Fi has been set up, but there have been some technical difficulties in relation to activation. The surgery is waiting for the issues to be addressed.
- Booking in machine – no further concerns have been raised. Address details on the machine is a prompt to patients in case it requires updating. It was stated the machine will be in a position providing more privacy in the new building.

If patients move out of the boundary they will need to complete a form and GP's will discuss each case to determine if the surgery can meet the patient's needs.

- An open PRG meeting with a presentation from the Diabetic Nurse Specialist is in the process of being organised. There are 2 possible dates in May 2019, which will be forwarded to John as he stated he would organise a venue.
- A cancer awareness event has been organised for 4th April 2019 in the surgery. Notices have been displayed around the surgery and text messages have been sent out to patients.
- Pneumonia vaccine - It was stated that pneumonia vaccinations are given every 5 – 10 years depending on the reason for administration. Patients need to check with their GP to determine if they require any additional doses.

Staffing

- Greg stated they are approaching the end of the care and financial year. NHS health checks are intended for patients up to age 74 with any undiagnosed conditions/diseases. Not for people with diagnosed long term conditions.
- There are now 2 full time practice nurses. Appointments with the nurses cannot be booked on line due to the fact appointments are for differing lengths, depending on the reason for the appointment.

- Pharmacist appointments can be organised by telephone and they are for any problems with medication and annual reviews.
- In the future there are plans for the "111" service to be able to book appointments for patients directly with their own GP surgeries if follow up is required.
- The 10 year NHS plan is for GP practices to start working together in a geographical area.
- Home visiting practitioner (Rob) commenced employment at the beginning of March 2019 and is going well. Greg stated a GP will triage all home visit requests initially to determine if Rob or a GP undertakes the visit. This has enabled an increase in GP appointments in the surgery and the current waiting time for an appointment is 4 days.

New Build – Greg stated the planning committee would be meeting on 21st March to discuss the proposal. Following this a proposal will be submitted to the CCG and if successful, building should commence in December 2019 with completion estimated to be December 2020.

Correspondence

A letter and voting form had been received from the PPLG asking members to vote for a new chair person. Members voted and the form was completed.

Newsletter

Lorraine asked members for suggestions to be included in the newsletter. She will liaise with John so that printing can occur.

Date and time of next meeting – 2.30pm, Wednesday
May 15th 2019.

Apologies for next meeting David, Joy and Cliff.