

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

**Wednesday 22<sup>nd</sup> May**

**2019 at 2.30pm**

### **Present**

Lorraine Stewart; Greg Bloom; Kath Hawker; Mary Fulford; Cliff Kirby-Tibbits; Ann Farrell; Gwen Evans; Penny Allen

**Apologies for Absence**- John Duder; Joy Kirby-Tibbits; David Maybury.

**Notes of Previous meeting** – agreed.

### **Matters Arising –**

#### Diabetic Awareness Day

The Diabetic Nurse Specialist has provided possible dates for an awareness day. These have been forwarded to John, as he stated he could organise a venue for the meeting. When the arrangements are confirmed the details can be published and patients invited.

#### Patient profile

At the last meeting Greg agreed to provide a copy of the business report, as it provides details of the patient profile. Greg stated that this has been sent to the CCG and he would contact the project team to find when the report can be released to members.

#### 111 Service

There has been no progress in respect of doctors from the “111” service booking GP appointments directly with the persons surgery.

Greg informed the group that the NHS is launching an app in June 2019 enabling people to book appointments etc. Surgeries are required to have 25% of appointments on line. Currently it is not clear if this relates to GP appointments only or appointments for all health professionals in the surgery.

#### Home Visiting Service

This has been going very well and there has been very positive feedback about the service. It was stated there has been improved quality of care for palliative care patients and more appointments in the surgery. Greg stated they will be undertaking an audit of the service.

### Patient Survey

This was not discussed and is carried forward to the next meeting. Members were asked to review the questionnaire and make suggestions at the next meeting. If anyone cannot attend they could send comments to John before the meeting.

### Terms of Reference

Discussion has been carried forward to the next meeting. Greg has agreed to provide copies from other surgeries for comparison. For anyone who cannot attend the next meeting they are asked to send comments to John before the next meeting.

## **Practice Update**

### Staffing

Greg stated one nurse has left employment, but they still had plenty of nursing capacity at the surgery.

### New Build

Greg stated progress was being made and they meet with the council weekly. The planning Committee agreed plans unanimously. The business case was presented to the CCG yesterday. Currently tender documents are being prepared to be sent out to builders.

The land has been vacated and is yet to be purchased. It is hoped that if things continue to progress satisfactorily completion of the building should be achieved by December 2020.

### Suggestion Box

One comment had been received that suggested a baby clinic should be held one day a week, so that parents could bring babies for immunisations and a Doctor could be seen at the same time if required.

### PRG members

Lorraine stated that she had received a letter from a lady who would like to join the group. Contact details to be passed to Gwen, so that contact may be made.

### GDPR

Lorraine stated the minutes of the PRG meeting are posted on the surgeries website. She is to draw up a consent form for members to sign giving permission for their names to be published on the website.

### Newsletter

Gwen to discuss the publication of the next newsletter with John such as topics for inclusion; date of publication etc.

### Minutes of meetings

Gwen is to contact John about the circulation of minutes to all members of the PRG group rather than restricting it to only members who attend each meeting.

### Chairs Update

Gwen informed members that planning had been agreed by the planning committee and a request had been made for suggestions about the name of the surgery. Suggestions to be presented at the next meeting.

Gwen requested members to forward nominations for the post of Chair, Vice Chair and Secretary to John by Wednesday 12<sup>th</sup> June 2019. This will enable voting to be undertaken at the AGM on 19<sup>th</sup> June 2020.

### Notice Board

Penny stated she had met with Kelly about enhancing and updating the notice board for the PRG. Penny and Kelly had made suggestions that included enlarging and changing the position of the board plus different colours for notices to make them more visible and photograph/names of some of the members. Members agreed with the suggestions and all were asked to provide ideas for the content of the board at the next meeting.

**Date and time of next meeting** – 2.30pm, Wednesday 17<sup>th</sup> July 2019.

Apologies for next meeting Ann and Mary.

**AGM meeting 19<sup>th</sup> June 2019 at 6.30pm**