

MINUTES FOR PPG MEETING HELD ON WEDNESDAY 29th NOVEMBER 2017 AT 1.00PM

Attendees: Mrs Maureen Woodcock (Chair), Phil Hope, Anne Davies, Dr Matthew Dugas, Mrs J.B., Mr K.M., Mr G.S., Mrs S.S, Mrs S.C., Mrs P.Z., Mrs E.S.

ITEM 1: WELCOME AND INTRODUCTIONS

Mrs Woodcock (Chair) introduced herself. She updated the group on her recent attendance at the Walsall CCG meeting:

- Recommended that we look at potential links with 2 organisations in Walsall a) **Healthwatch** and b) **One Walsall**. Healthwatch signposts people to services in Walsall, advises on how to access them and if not happy with the services on offer, how to complain. One of our receptionists is actively involved with this and it might be useful if a link on our website could be activated linking patients to their site with information on it.
- Another group which has been set up (Council run) is **One Walsall**, which offers support for carers (you need to register with them if you need help). This organisation needs more volunteers and help with financing.

ACTION POINT 1: Promote these 2 organisations in the surgery and on the website

- Maternity services in the borough are in special measures. The midwife-led unit has been closed after a CQC visit deemed it as 'not safe'. Mothers-to-be are being transferred to other units, elsewhere in the area.
- New 'strokes/TIA' pathway.
- Plans are being set up to have more speciality hospitals, which would be safer and more cost effective. An example of this is New Cross Hospital which is being set up as a Stroke Unit covering Walsall patients, while the Manor is being turned into a rehabilitation ward for patients recovering after treatment.
- The urgent care centre in Walsall town centre will be closed and just the one at the Manor Hospital will remain open. There will be more extended hours being delivered by GP's from 3 new hubs (sites to be announced).

ACTION POINT 2: Announce 3 extended hours sites when they become known

ITEM 2: REPORT ON ACTION POINTS FROM LAST MEETING

20.9.17

- More information is being developed on our website regarding 'carers' and 'bereavement'. 'Mental health issues' will be the next topic to be developed, but will require clinical guidance.
- Links with 'One Walsall' and the 'Big Conversation' be put on the website.
- The setting up of a QUARTERLY newsletter is still being looked at. Patients were asked what they want in the newsletter e.g. influenza vaccination dates, PPG dates, and any practice news (including the names of our new nursing staff).
- Discussing how to encourage younger people to attend PPG meetings, perhaps sending out text messages, as well as the other methods the surgery has of informing patients.
- That the minutes are put on the website soon after the meeting has taken place.

ACTION POINTS 3- 8 Follow up all 5 points listed above

ITEM 3: UPDATE ON CHANGES AT SYCAMORE HOUSE

We have a complete change in our nursing staff. Emma will now be our lead nurse.

ITEM 4: NEW PROPOSED BUILD

Dr Stevens who is the lead GP for this project was unable to attend the meeting, but is available most Friday's, so Mrs Woodcock suggested that the next meeting might be better after 13th February when she has attended the next CCG meeting. The project had not moved on much at this point, but the group commented on various aspects of the project which they were not happy about, namely the new proposed site and the limitations of transport to that area.

ITEM 5: ANY OTHER BUSINESS

Phil Hope asked the group to fill in a patient questionnaire (PDH), which the surgery is participating in at present.

ITEM 6: PROPOSED NEXT MEETING DATE

Proposed date - Friday 16th February 2018