

Northway Medical Centre
Patient Participation Group
Minutes: 23 January 2023

1	<p>Attendees Anne Whitham, Harvey Woolf, Paula Nickerson, Tim Jevons, Peter Hawthorne, Keith Tomlinson, Brenda Tomlinson, Carol Chapple, Lesley Flavell From the practice: Russell Gardner (practice manager), Dr Pritchard Apologies: Yvonne Gittins, Ann Tighe, Ann Gill (practice secretary)</p>
2	<p>Minutes of previous meeting The minutes of the 10 October 2022 meeting were considered and approved. Update on Action points from last meeting</p> <ul style="list-style-type: none"> • Difficulty of accessing surgery via double doors if in wheel chair or with pushchair – RG reported this had been discussed within the practice. No actual difficulties had been reported. If someone does have difficulty they should alert reception staff who would then assist. The matter can be kept under review. • Updating staff names on the website – RG reported updates had been made but further changes in staff had occurred. He will ensure necessary updates are made. • Provision of a Suggestion box – a suggestion box had not been provided. One box on the reception counter is for “Repeat prescriptions”. It was agreed that this would be renamed “Repeat prescriptions and suggestions” (so there is only one box). Contents to be emptied daily and any suggestions would be weeded out. RG to review these on a regular (weekly?) basis and report back to the PPG.
3	<p>Patient Participation Group(PPG) and Primary Care Network (PCN) AW had prepared a note of the Function of PPG and also one for the PCN. These were shared and discussed. There are 8 practices in our PCN, covering approximately 55,000 patients across Sedgley, Coseley and Gornal (the SCG PCN). Members of the PPGs from the 8 practices meet periodically to have a PCN-PPG meeting. The most recent of these was 17 January. These always have speakers / presentations giving information on various topics / initiatives across the PCN. It was agreed that our PPG needs to hold its meetings about a month ahead of each PCN-PPG meeting. We can then identify any matters which need to be fed up to the PCN-PPG meeting. Dates for the year ahead had been set for the PCN-PPG meetings (18 April, 11 July, 17 October and 16 January 2024). 2023 dates for our PPG meetings will therefore be Monday 20 March, 12 June, 18 September and 11 December (allowing for Christmas). This will enable members to decide who will attend the next PCN-PPG meeting. Also, if the agenda for the next PCN-PPG is available prior to our PPG, we can discuss how we may wish to contribute. Dr Pritchard explained that PPGs and PCNs sit at the bottom of a pyramid, the regional top of which is the Black Country Integrated Care Board (ICB). The ICB looks after everything, including hospitals and covers Dudley, Wolverhampton, Walsall and Sandwell. From 1 April 2023 they will take responsibility for opticians and NHS dentists. PCNs feed into the ICB via their Clinical Directors. Whilst individual GP practices are a very small part of the ICB’s responsibility, the SCG PCN could potentially have more clout since it represents 55,000 patients.</p> <ol style="list-style-type: none"> 1. Action point – AW to contact Ella Thompson, practice manager at Ridgeway surgery, and ask that the Chair of the ICB be invited to speak to one of the 2023 PCN-PPG meetings. 2. Action point – AW to ask Ella if the PCN-PPG agenda can be available as early as possible and if not finalised, then confirmed speakers and topics can be shared with us ahead of our PPG.
4	<p>GP spotlight – Dr Pritchard advised as follows:</p> <ul style="list-style-type: none"> • Rollout of covid boosters and flu jabs – these have now been completed. The practice has a 94% success rate. The SCG PCN had the second highest vaccination rate at 94% (first place PCN had 95% success rate). • A-Strep – the concern about this has now tailed off. • Physician’s Associates (PAs) - what qualifications do they have and what do they do in the

	<p>practice? – these are people who have done a 3 year degree in a science subject (eg bio-medical sciences) and have some medical training. They are not doctors but work alongside qualified doctors. They tend to deal with minor ailments but can see patients presenting with any complaints. They can call on a doctor to advise if something is beyond their competence.</p> <ul style="list-style-type: none"> ○ Action point – AW to suggest to Ella Thompson that a PA be invited to speak about their work and experience at a future PCN-PPG meeting. ● Reviewing long term medications – most people renew regular medications on-line. Patients’ repeat prescription medications are reviewed annually by a doctor. If there are any concerns then the computer is likely to red flag it. In addition, the Community Pharmacist, Hitesh Patel, and his team are carrying out a Structured Medication Review reviewing peoples’ medications.
4	<p>Practice matters – Russell Gardner advised as follows;</p> <ul style="list-style-type: none"> ● PPG part of Northway Health Centre website – it was noted and agreed that this was not as up to date as it needs to be. In particular: <ul style="list-style-type: none"> 1. The minutes of PPG meetings should be added. Missing ones include 1 August 2022 and 10 October 2022. Plus these current minutes. 2. The names of staff and their roles need updating following recent changes. Action point – RG to put this in hand. ● Improving wider communication from PPG to patients – AW had drafted a simple document which could be used to gain patients’ consent to receive electronic communication from the PPG. This was tabled for discussion. It was explained that the form did not allow for a landline telephone number (just mobile phone and email address) as there was not the resource for phone calls to be made or letters written out. The idea was to widen the number of people with whom we communicate, accepting that this would inevitably miss some patients who do not have email addresses. It was agreed that this could also be used to ask if people wanted to join the PPG. It was agreed it would be best to have this form electronically available and to be able to receive it electronically. However, some changes to the webpage provider (Footfall) may happen soon. It was agreed that in the meantime the printed form would be placed on the practice’s reception desk and completed forms handed back to reception. RG would arrange for details from completed forms to be put into a spreadsheet. <ul style="list-style-type: none"> 1. Action point – AW to amend the form as agreed and forward to RG 2. Action point – RG to arrange for copies of the form to be kept on the reception desk and to ask Izy Palmer and Amy Hancox to be responsible for ensuring blank forms were available, to receive completed forms and to enter data onto a spreadsheet set up for the purpose. RG to report progress at the next PPG. ● Are there any opportunities at the practice for voluntary roles which may ease pressure on staff? RG advised that due to patient confidentiality rules volunteer roles were limited. However, it may be that volunteers could assist at flu vaccination times to help signpost patients. If PPG members were doing this it would offer opportunity to speak to patients about practice matters.
5	<p>AOB</p> <ul style="list-style-type: none"> ● RG advised that the Prescription on Demand (PoD) service is being decommissioned. It is not going to be funded by the ICB. The EMIS system will still operate for renewal of prescription requests electronically. Posters will be produced to make patients aware.
6	<p>Date of next meeting Monday 20 March 2023 at 2pm in the conference room at Northway Medical Centre.</p> <p>Note: Agenda items from PPG members should be sent to Anne Whitham no later than close of business Monday 13 March.</p>