

Minutes for **Joint** PPG/PCN meeting  
Tuesday 18<sup>th</sup> April 2023 at 6:30pm  
Northway Surgery

**Present**

Ella Thompson, Anne Whitham, Russell Gardner, Ian Campbell, Matt Wilkinson, Helen Codd, Harvey Woolf, Jean Baine, Claire Davies, Kevin Walshe, Sue Smith, Chris Bate

**Apologies**

Cicely Thomas, Rosemary Bennett, Peter Norton, Karen Evans, Anne Wakefield, Dr Girish Narasimhan, Yvonne Gittins, Ann Tighe

Minutes taken by Ashleigh Dodd

**Introduction**

The meeting started by attendances introducing themselves and the surgery they had come to represent.

Apologies noted.

No urgent matters arising to discuss. Everyone was happy with the minutes from previous meeting. Actions from last meeting discussed. Dr Girish invited to meeting but unfortunately, could not attend. Ella has invited PCN paramedic Kelly to speak at July's meeting which she has agreed to. *Ella to chase up Ryan on sending out loan shark information.*

**Kevin Walshe – PCN Listening & Guidance Advisor to the PCN**

Kevin gave a brief overview of what Listening & Guidance is. His team is made up of 15 members across the Dudley area, 2 for our PCN area, who receive referrals from a number of different sources for patients who are struggling with loss, grief, loneliness, family crisis etc. They provide a non-judgemental service who are available to listen to patients in need. The appointments are a mix of face to face, telephone or home visits if necessary and they aim to get in touch with patients within 2 weeks. This service helps to take the pressure off GP's.

Kevin answered numerous questions from PPG members such as how many sessions are provided for patients, how many patients they have on their caseload and if he receives a lot of referrals from the surgeries within the area.

**Matt Wilkinson & Helen Codd – DIHC**

Matt & Helen returned to the meeting as promised at the last PCN. They gave the group an update on what they had achieved in the past couple of months across all Dudley PCNs. They passed around a poster regarding appointments, statistics and information about communication. It gave us data proving that there are more services available locally rather than centrally and the figures helped paint the picture of what challenges the GP's face. The data contradicts what the public perception is about GPs not offering enough appointments as in fact GPs in the PCN are offering more than ever and more than they are

contracted to offer (Russell Gardner advised that the GP contract requires 75 appointments per 1000 patients per week).

It was suggested that it would be useful to have a breakdown to discuss each PCN individually.

Helen told the group the DIHC are planning to organise a workshop in the near future and asked the PCN PPG members for ideas about how they could get the message out there. The basic goal will be to help educate people on understanding the organisations within primary care and to have a conversation about working together. Members are to have a think about the purpose/criteria/terms and conditions and feedback with ideas. It could include health checks/blood pressure checks.

### **Newsletter – Ian Campbell**

Ian distributed a copy of the newsletter he has created for The Ridgeway Surgery. He outlined the basic reasons for the newsletter such as communicating information about what is happening within the surgery to patients and to help recruit new PPG members. He went through the first and second edition and then gave everyone the chance to give feedback.

Everyone agreed that it is an excellent idea, especially for patients who do not use technology, and they will take it back to their own PPG meetings for a discussion. It was suggested that the minutes for each surgeries own PPG meetings are sent to everyone.

### **Purpose/Aims/Objectives of PPGs and PCN**

The documents produced by Northway PPG were circulated to members. Everyone agreed that the notes were very good and covered all necessary points, being that future meetings will have a positive influence where everyone can share their thoughts and ideas.

### **AOB**

Ella noted that all the surgeries will be moving their current surgery website to "My Surgery Website" over the next couple of months, which offers the same service as now and patients should not notice a difference.

The PCN is employing a number of GP assistants to help surgeries with clinical and admin work, which will hopefully help relieve GP pressures. This is a new role and will provide extra staff, thereby reducing to some extent pressure on existing staff.

Spring boosters should be starting in the next couple of weeks for over 75's, immunosuppressed and housebound patients.

**Anne thanked everyone for attending the meeting.**

Important future dates for PCN PPG joint meetings at The Northway:

- Tuesday 11<sup>th</sup> July 2023 - 6.00pm (PLEASE NOTE CHANGE OF START TIME)
- Tuesday 17<sup>th</sup> October 2023 -2pm
- Tuesday 16<sup>th</sup> January 2024 – 1.30pm