

Minutes for **Joint** PPG/PCN meeting
Tuesday 17th January– 1:30pm
Northway Surgery

Present

Ella Thompson, Cicely Thomas, Helen Codd, Anne Whitham, Anne Wakefield, Karen Evans, Ian Campbell, Matt Wilkinson, Russell Gardner, Ryan Lowbridge, David Gill, Harvey Woolf, Brenda Johnson, Keith Johnson, Jean Baine, Claire David, Yvonne Norton, Peter Norton, Beatrice Boyling, Barbara Bryan (online)

Apologies

Margaret Davies
Wendy Rigby
Rosemary Bennett
Karlene Watson

Minutes taken by Ashleigh Dodd

Introduction

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

No urgent matters arising to discuss. Everyone was happy with the minutes from previous meeting. Ella mentioned that the shared care records, which was discussed in the last meeting, was meant to go ahead in October but has now been delayed.

Matt Wilkinson – Programme Manager DIHC

Matt circulated a poster to the group outlining the future goals of Dudley Integrated Health & Care. He spoke about the services his team provides, which help to improve primary care and gave an overview of strategies they are hoping to achieve in the future. He asked the group what things his team could do which could help to make a difference.

Helen Codd – Engagement Manager DIHC

Helen discussed the differences that DIHC can make to primary care and their ambitions for what the trust can aim for in the future.

Communication was a key point everyone suggested. It is extremely important to try to get it out there that not everyone needs to see a GP. They can be triaged to different services such as chemists. This could be advertised by the use of newsletters, which include anecdotal evidence of examples where this has happened and been successful. This will help patients be more accepting that they may be guided to another service.

Karen mentioned it would be useful to know why some surgeries are more efficient than others, even though they are just down the road from each other and have the same services to offer. Everyone was in agreement that knowing **data** behind certain practices would be beneficial to the group.

Matt & Helen said that he would take all these points away and will attend the next meeting to keep everyone updated with their progress.

Ryan Lowbridge – DCVS/Integrated Plus

Ryan outlined his job role within Integrated Plus and the responsibilities of his team. They support patients who frequently visit the GP who do not necessarily need to. They look at the whole needs of a person, not just the medical aspect, so things such as social/financial problems. They also attend ICT meetings, where GP's can make referrals for patients who they think may benefit from this service. This links in with DIHC and taking the pressure off primary care.

Cicely reiterated the importance of making these services common knowledge to the community and letting them know what is out there for them. Everyone needs to work as a team to get the best possible outcome.

PPGs issues and discussion

Bath Street mentioned that they are not always informed about information regarding the PPG.

A discussion was held about the frustration the group feel that rooms are not being utilised when they should be. Patients across Dudley do not want to travel to Brierley Hill. Therefore, additional appointments are being wasted. PCN will look into this.

Ideas for future speakers/meetings

Matt, Helen and Ryan are all happy to attend the next meeting to update the group regarding progress of the strategy. Notes from Ella: As suggested by Helen Codd, she will contact Piotr Gass who will speak about mental health. She will also invite the PCN's new Clinical Director, Dr Girish Narasimhan, who will be taking over the role from 1.2.23 when Dr Pritchard steps down. Ella will also see if she can get a PCN Paramedic to attend to talk about their role.

AOB

- If anyone has any ideas for future speakers, please let Ella, Russell or Cicely know.
- Anne's very useful notes were discussed (please find attached). It was suggested that these could be incorporated in the next newsletter.
- Cicely mentioned loan sharks/trading standards. Ryan has some information about this, which he will send around.

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

- Tuesday 18th April 2023 – 6.30pm
- Tuesday 11th July 2023 - 6.30pm
- Tuesday 17th October 2023 -2pm
- Tuesday 16th January 2024 – 1.30pm