

Minutes for **Joint** PPG/PCN meeting  
Tuesday 2<sup>nd</sup> July 2024– 6:00pm  
Northway Surgery

**1. Present**

Ella Thompson – Ridgeway  
Cicely Thomas - Ridgeway  
Anne Whitham - Northway  
Russell Gardener-Northway  
Steve Pritchard – Northway  
Jodie Jones – Coseley/Bath Street/Castle Meadows  
Harvey Woolf – Northway  
Sue Smith- Lower Gornal  
Peter Norton -Coseley  
David Gill – Lower Gornal  
Hitesh Patel – PCN Lead Pharmacist  
Jag Tomlinson – Black Country ICB  
Najma Saleem – Dudley Empowerment Partnership

**Apologies**

Joy Powell, Karen Evans, Ian Campbell, Anne Wakefield, Lesley Flavell, Yvonne Gittins, Carol Chapel, Chris Bate, Pamela Dugmore

Minutes taken by Ashleigh Dodd

**2. Minutes of previous meeting (9<sup>th</sup> April 2024)**

Ian still needs contributions for next newsletter – any ideas send to Ella  
What do surgeries want from PCN PPG?

No urgent matters arising.

**3. Speakers**

**Community Pharmacist – Hitesh Patel**

Hitesh attended to update the group regarding the different pharmacy services in Dudley, what his team does for the PCN and the changes that community pharmacists are facing. He explained the Pharmacy First scheme and answered questions regarding this. He explained how his team helps to reduce medicine waste in practices, how they carry out research and trial work, prescribe alternative medication that chemists are having supply issues with and also how they see patients for medication reviews and optimising medication. All these duties help to minimise GP's workload.

The big practices within the PCN has a pharmacist in everyday whereas the smaller practice tend to be 3/4 days a week.

He answered questions such as how patients can book in with a Practice Based Pharmacist. He explained the importance of Pharmacy First being advertised more. Hitesh agreed to send the slides from his presentation to Ella to circulate.

## **Jag Tomlinson**

Jag attended to give an ICB update. Her team helps to navigate patients to use other services rather than going to the GP. They do this by supporting the pharmacy first scheme and promoting other primary care staff such as Physicians Associates, Paramedics, Practice Based Pharmacists. They work with GP practices to ensure online consultations/triaging is being utilised where patients can use the website to send through any medical or admin queries. Everyone agreed this service is building up slowly but does need promoting more and is about patient education and trust. Online access to be advertised on social media, the newsletter and if not already, to be put on the telephone message when patients are in a queue when ringing.

## **Najma Saleem – Dudley Empowerment Partnership**

Najma introduced herself and explained what Dudley Empowerment Partnership is. They run a self-management programme, mainly volunteers, where they hold a free 6 week course for different things such a chronic disease management, carers, diabetic self-management and cancer. These programmes take place within the Dudley Borough and Najma is currently trying to promote this as much as possible by going into surgeries, job centres and by speaking to practice managers. She passed around a very useful leaflet and Jodie asked for an electronic copy to be emailed so it can be put on websites, sent to patients via Accurx and added to social media. Patients could also be signposted when they attend for their long-term condition/health check appointment. Steve commented that this would come under the social prescribing aspect of things.

### **4. Health Watch report**

A discussion was held regarding the Health Watch report, which has recently been published on their website. They attended one practice in each PCN, ours being the Ridgeway. Cicely gave an overview of the main findings, see attached. Jason wanted people to read the comments and relay any opinions and thoughts back to Ella. It was commented that it was really well produced and could be added to the PCN newsletter.

### **5. Joint Patient Survey**

Adjourned until the next meeting.

### **6. PCN newsletter**

Could not discuss in depth as lack of time but the following was agreed:

- Ella to distribute the 2<sup>nd</sup> edition of the newsletter
- Jag/Hitesh/Najma to write a short piece to include in the newsletter.

## **7. News from the practices**

Most practices PPGs are going well.

Peter had attended a meeting at Coseley where there were four other members. Lower Gornal has had a few more members join.

If anyone has any news or updates they feel important to share then to send to Ella to put on next meeting's agenda.

## **8. AOB**

North Dudley Cluster Connect Team will be organising the Health Day, which will be called "Autumn Community Roadshow". Health related services will be there to advertise what they do. CT to send out any updates.

Jag to get an answer for Harvey regarding Diabetic Retinopathy query.

**Next meeting: Tuesday 1<sup>st</sup> October 2024 1:30pm Northway**

**Thank you to everyone attending.**