

Minutes for **Joint** PPG/PCN meeting
Tuesday 1st October 2024 1:30pm
Northway Surgery

1. Present

Ella Thompson, Cicely Thomas, Anne Whitham, Russell Gardener, Jodie Jones, Harvey Woolf, Sue Smith, Peter Norton, David Gill, Anne Wakefield, Karen Evans, Ian Campbell, Katie Bullimore BCICB, Paula Nickerson, Pamela Dugmore, Tim Jevons, Dr Girish Narasimhan

Apologies

Pippa Boulton, Lesley Flavell, Wendy Rigby, Carol Chapple

Minutes taken by Ashleigh Dodd

2. Minutes of previous meeting (2.7.24)/Matters Arising

Ella to send out again as not everyone received. Nothing else to report.
Ian has not yet received anything from Hitesh/Jag for the newsletter. To be chased up.

3. Dr Girish – Status of PCN

Dr Girish updated the group with the progress he has made since taking over as Director of the PCN 18 months ago. A lot of change has happened since this time such as PCN staff change, extended hours, addressing health & equality, capacity and access and the project towards moving forward to be more digital friendly. The practices within the PCN are currently at different stages in terms of meeting targets, the main reason being patient demographics and the question was asked, "What can the PCN do to help support practices". Presently, there are PCN staff such as PA's, paramedics, pharmacists and GPA's distributed around the practices, especially the practices where performances are lower. GN explained how he feels patient satisfaction questionnaires are key to getting feedback from how patients feel and this should be focused on.

Dr Girish informed the group there is currently a pot of money that needs to be used and asked if they could come up with ideas of what the money could go towards outside of the surgery and more into the community, targeting certain audiences such as smokers, mental health etc. Another idea that was suggested was to organise a health promotion day/campaign. He said any ideas at all, please let him know and he will take the proposal to the ICB.

4. Speaker Katie Bullimore ICB Digital Project

Katie attended the meeting to update the group on the progress of becoming more digital friendly. The ICB is currently working with practices to help support patients with the NHS app. She detailed the different services that are available within Dudley to help those who do not have access to the internet and the different schemes that help provide patients with sim cards and laptops if needed.

Staff from the ICB attended The Ridgeway Surgery on 27th September to help sign patients up to have online access. 22 patients signed up in total.

Everyone agreed this service needs to be promoted nationally.

A discussion was held about an event for the Dudley area. CT says this idea should be revisited as there would not be the tools needed such as accessing patient data, laptops, printers etc. Although, the app itself could be promoted at Cluster Connect Roadshow.

5. Newsletter

The first edition of the joint PCN newsletter has gone out via websites and paper copies. No feedback received so far. Ian asked the group if they felt it was worth continuing. If so, he would appreciate contributions being sent to him by email: ksiserwoof@gmail.com. Everyone agreed this is a useful tool to share ideas between the practices to help work together.

It was suggested a bit about Dr Girish's report from PCN can be added and also Katie to write something about the digital project in Dudley. Something could also go in about the speakers that attended the Ridgeway – Feedback from Beacon Centre and Abdominal Aortic Screening.

Karen & Ian recently attended "Let's get Digital". Report should be shared the end of October so something about that could be added.

6. News from Surgeries

David- Lower Gornal- Regular meetings - have had talks about dementia awareness
Castle Meadows – Just 2 people in the meetings at the moment
Peter – Coseley still needs to build up their PPG – Jodie to investigate
Northway – Regular meetings going well
Ridgeway – Regular meetings – Last speakers to attend was Kaydey Johns from the Beacon Centre and Joanne Stanley from Abdominal Aortic Screening who were extremely informative.

7. AOB

- Cicely went through the email she had received from Helen Codd – please see below. Helen will be attending the meeting in April to explain her new role and the new organisation in further detail.

"As of yesterday, DIHC was formally dissolved and all staff and services have transferred into recipient organisations. My role will continue as Head of Communications, Engagement and Partnerships but for the Dudley Health and Care Partnership (DHCP) so I feel fortunate to still be working locally with you all. The DHCP consists of local organisations across the health, care and voluntary sector and we all have a collaborative focus on place – i.e. Dudley. In addition, DHCP is hosted by Dudley Group of Hospitals NHS Foundation Trust. I won't go into too much detail now – the reason I am reaching out is because we will have to start a new database for storing contact details which is covered by information governance.

If you would like to keep in touch and receive updates and opportunities to be involved, please could you reply to Jess and I and let us know? In due course, we will send a consent form out to ensure we comply with GDPR.

As ever, if you have any questions, please just ask

Thank you.

Helen Codd
Head of Communications, Engagement and Partnerships"

CT commented that everyone should sign up as extremely useful.

Next meeting: PCN PPG – all at 1.30pm, Northway Medical Practice

- 7th Jan 2025
- 15th April
- 8th July
- 7th October
- 6 Jan 2026

Thank you to everyone attending.