

**Biddulph and Leek Patient Locality Group**  
**Notes of meeting held on Tuesday 20<sup>th</sup> September 2022**  
**Via Microsoft teams**

Present: L Savage (LS), B Pickering (BP), P Price (PP), I Robbins (IR), J Samuel (JS), R Ward (RW), S Brown (SB), H Potts (HP), J Lawson (JL)

Apologies: L Dulson, R Hurst Part meeting, T Parker, G Robinson

Also attending: Beth Jackson Dale, Noore Shazad, Liz Smith

Baz Tameez Healthwatch, Pannu Jaskerman Leek Pharmacy,

**1. Notes of the meeting held on Tuesday 19<sup>th</sup> July 2022**

These were approved

**2. Matters arising**

All matters are on Agenda.

**3. PCN Update**

a, Case Study – Dealing with effects of Long Covid

Noore Shazad, Pharmacist and the Liz Smith, Occupational Therapist presented this case study which described the work that the PCN staff had carried out supporting a family where the parents had both had Covid and been hospitalised. On discharge the Occupational therapist and Pharmacist were both involved in and counselling and supporting the mother and father who were registered in two different practices in the PCN.

They described the detailed support and interventions needed to prevent the readmission of the two patients into hospital. This was successfully achieved and both patients had returned to work, community activity and even booked a holiday although one had had to change career. It was also necessary to support the daughter who had mental health issues as a result of the trauma of almost losing both parents and she was supported by the mental health team.

BP commended the PCN team for this patient centred health care and recommended that this case study should be submitted for an award as demonstrating the benefits to patients of Support closer to home via the PCN initiative.

IR supported BP but asked for clarification on the spoons theory mentioned in the slides. This was explained as a means of helping patients to allocate the energy needed to perform their daily tasks against the energy level achieved after a full night's sleep.

b, New staff

Beth Jackson Dale Occupational Therapist introduced herself and outlined her 5 years of practice in the Acute sector at UHNM. She stated that she wanted to work in Primary care to help to prevent patients being admitted to hospital.

c. Recruitment

Commented [BP1]:

Commented [BP2R1]:

HP stated that Support Staffordshire had recruited two further Social Prescribers and they would be commencing work in the PCN in the next two weeks.

The interviews had been scheduled for a further First contact Physiotherapist to join the PCN.

d. Extended Access

SB commented the arrangements for this had just been released and the PCN were taking over the Administration from 1<sup>st</sup> October. The appointments would be available from 4.00 to 8.00pm Monday to Friday and 9.00 to 1.00pm on Saturday in Leek and 9.00 to 2.00pm in Biddulph.

The GP appointments were available to any patient in the PCN Practices and were located as follows:-

Monday – Leek Health Centre, Tuesday –Biddulph Valley, Wednesday – Biddulph Doctors and Park medical, Thursday – Moorland Medical, Friday Telephone Appointments 6.00 to 8.00pm.

The Nurse appointments would be limited to the patients at their own practice.

All appointments could be accessed by GP Practice Receptionist/GP

RW asked if the appointments were fully booked. SB stated that they were with the exception of Patients not turning up.

#### **4. Report on PCN Board latest meeting**

LS reported that the Board meeting was very efficient, the performance of the PCN against the targets was presented in detailed analysis and it was confirmed that it was expected that the PCN would meet its targets by end of the financial year.

The new Deputy Medical Director, Dr Melody Bradley was introduced to the meeting.

As a result of question raised by SB it was agreed in future that the PLG Chair could speak at meetings of the Board.

LS asked if future newsletters produced by the PCN could be in a format easily downloaded by patients. And paper copies available for Practices to put in Waiting rooms. HP to check.

She commented that the new limited company is moving a a pace and staff are aware of the pace of development.

#### **5. Comment on ICB/ICS Patient Engagement proposals**

BP reported that the ICB/ICS had now approved the principles of patient Engagement and it was now proposed to form a Patient Assembly which would meet a minimum of 4 times and be the overarching forum for Patient engagement across Staffordshire/ Stoke on Trent. Recruitment had now commenced and individuals were asked to apply and it was stressed that every effort would be made to ensure there was a wide representation geographically and charitable representation.

BP expressed the view that the engagement of patients at this level would not be effective due to the wide variance of patient experience across the County and City. He felt that patient engagement at Place based partnerships would be more effective but with the NHS restricting the PBP's to one for Staffordshire and one

for Stoke on Trent. The feelings around the table were that this was ill considered since Staffordshire was a large county with very different needs and experiences of the NHS as demonstrated when there were three Patient Engagement bodies under the CCG.

IR stated that he concurred with BP's summary and comments and stated that he had applied to become a member of the Assembly but had been turned down he feels because he was an officer in the PLG.

LS commented that the current situation was very disappointing and had not taken into consideration the detailed suggestions made by this group to the ICB/ICS.

JS stated that having been on the patient congress for a number of years it seems that all the good work developed in this forum had been thrown out with the bathwater.

Baz Tameez, Healthwatch was asked to take into account our strong feelings and report them to the ICB as Healthwatch have a key role in representing patients in the ICB/ICS.

JS summarised by stating that perhaps we need to develop a PCN voice by getting local PCN / Patient groups to form a joint group in order to influence the development of patient engagement locally. BP suggested that this could start with the Moorland PCN's and then perhaps grow to include the Newcastle PCN's whose Locality Group members were not happy with the current proposals.

#### **6. Leek Pharmacy – Covid Vaccination Centre**

Pannu Jaskeram- Owner –Leek Pharmacy joined the meeting to try and get support from the group to set up a vaccination centre in Leek to compliment the PCN centres so that local patients who could not get to their practice at Clinic times/dates could get the vaccination close to home. Currently the only NHS centres are at Milton, Tunstall, Buxton.

SM and RH stated that if such a centre were available it would ease pressure on Practices in Leek. Pannu stated that the Commissioners had rejected his original application hence he was seeking wider support. It was agreed that he would e mail RH who would pass on the request for support to Dr Briscoe PCN Medical Director.

It was also noted that Covid Walk in Clinics were being held at Leek Fire Station but there had been no publicity. BP commented that these were organised by MPFT who seem to be controlling Covid Vaccination across Staffs & Stoke on Trent on behalf of ICB/ICS.

#### **7. Updates form Member PPG's**

Park Medical- RW reported that they had recently recruited two new members who would be attending the meeting next week. PPG members were working with the practice on the Accelerated Access Improvement Programme which offers support to Practices to reduce workload pressures and improve access.

He reported that one of their members Linda had been named as a Platinum Champion as part of the Jubilee Celebrations and she was the only one from the Moorlands.

Moorland Medical – LS reported that a recruitment initiative was taking place over two weeks by members talking to patients in the waiting room to try and get some new members. Volunteers were being sought for the 4 Flu/Covid Clinics planned in Oct/Nov. The Leek Activities leaflet was currently being updated and would be shared with all three Leek Practices and the Social Prescribers via Support Staffordshire. The Patient Survey Questionnaire was being updated ready to carry out a Survey in late Nov/Dec.

Leek Health Centre – IR nothing to report

Biddulph Doctors – PP reported the following after the meeting. The following issues were raised regarding patients being asked to buy over the counter medication during medication review. Problems with hospital transport as Patient had 4.30pm appointment cancelled as due to use Hospital transport.

New GP appointed, New Appointment System being trialled to try create more slots, Covid/Flu vaccination to commence 22/09/22, Ear irrigation to restarting in the Practice. Medication reviews to be moved gradually to birthday anniversary. Walk in X Rays to recommence at Haywood. Hoping to get Sarah Gordon, Healthwatch to next meeting.

#### **8. Any other Business**

**All were reminded that the next meeting will be preceded by the AGM. Please let the Secretary have nominations for Officers by 5<sup>th</sup> November 2022. Please note that each PPG can send 3 representatives to the meetings. Please persuade other of your member to represent your PPG**

#### **9. Time and date of next meeting**

1.00pm Tuesday 15<sup>th</sup> November 2022 - AGM followed by normal bi monthly meeting commencing at 1.15pm approx. – via Microsoft Teams.