

**Leek & Biddulph Patient Locality Group**  
**Notes of meeting held via Microsoft teams**

**Tuesday 17<sup>th</sup> January 2023**

Present: I Robbins (IR) Chair, M Cozens (MC), J Samuel (JS), L Roberts (LR),  
R Hurst (RH), S Brown (SB), I Jones (IJ), P Price (PP), H Potts (HP) B Pickering  
(BP)

Apologies: L Savage, G Robinson, J Tagell, L Dulson, J Lawson, T Parker

Also Present: S Blore Social Prescriber, A Ratcliffe Pharmacy Technician

**1. Notes of the meeting held on 15<sup>th</sup> November 2022**

These were agreed

**2. Matters Arising**

BP reported that the problems regarding pharmacies closing at short notice seems to have been resolved and certainly the service from Lloyds Pharmacy in Fountain Street Leek has improved significantly.

**3. Presentation by Sarah Blore- Social Prescribing**

SB outlined how the team supported the practices by handling patients with concerns and problems which were not medical but which affected their health. She emphasised that patients could be given the time at the appointment and these usually extended to an hour or more.

She supported her presentation with power point and a copy of this is attached to the notes of the meeting.

One of the most effective initiatives from the team had been to hold a drop in event in Biddulph which attracted 40 patients and it is proposed to run a similar event in Leek in the spring. Also in Biddulph the team had worked with Beth Johnson to start a Bereavement Group and this was proving very beneficial to patients. It is hoped to start a similar group in Leek in the coming months.

One of the key areas that patients need help is for a home help service which covers odd jobs and gardening. The establishment of a suitably safeguarded service is currently being explored across the Moorlands. Sources for start up funding are being investigated.

The Chair thanked Sarah for her presentation and it certainly helped to know how busy the service was and saving GP time.

**4. Presentation by Alison Ratcliffe – Pharmacy Technician**

Alison detailed the major project the Technician team had been working on across the five Practices on Hypertension Care.

This project set out to identify the patients with high Blood pressure across the Practices and 4055 were identified, and by 10<sup>th</sup> October 2022 some 2396 patients had been contacted and 1459 had responded, of these 989 did not need any intervention but 470 had high Blood pressure and so their condition

and medication was reviewed by the Pharmacy Technician team supported as necessary by the Pharmacists.

AR in reply to a question from a members stated that they were now carrying out a similar project with Asthma sufferers taking into account the latest guidance to clinicians on asthma treatment.

The Chair thanked Alison for her presentation.

#### **5. Update on PCN**

HP stated that as Lisa Dulson was tied up in another meeting she would give the current situation.

Recruitment of replacement Physiotherapists was proving impossible, due to the uncertainty around the continuation of the PCN contract, which currently is due to end in April 2024.

A new Care Coordinator, Kasey Lee Clark had joined and a further Care Coordinator will be joining in late February bringing the team up to three.

She reported that a Deputy Medical Director, Melody Bradley had been appointed and she was currently carrying out work with Care homes.

#### **6. Report on latest Board meeting**

Unfortunately LS was not available but she commented to BP earlier in the day that the Board meeting was centred round a presentation by the ICB stating how the performance of PCN's would be assessed.

#### **7. To develop a campaign group in in conjunction with PCN**

BP outlined what had triggered this proposal. He stated that the provision of Covid Booster vaccinations by the PCN had not been communicated widely and hence a local Councillor had assumed that there would be no provision in Leek. Hence she lobbied to get session at Fire Station. This venue proved to be totally unsuitable and on the day over 500 people turned up and stood in rain for up to an hour. Hence bad press as only 340 vaccination jabs available. We tried to remedy the perception of the public after the event explaining that the 3 Practices in Leek would be holding flu and Covid vaccinations once vaccines received.

One key problem the PCN has and other NHS services is that they are very restricted in how they can announce programmes on vaccination etc. Hence it is suggested that the PLG has a role to play in broadcasting to patients the intentions and achievements of the PCN in local media. BP/LS/IR to meet with Lisa Dulson to develop an agreed way forward and report back to the next meeting.

#### **8. Report on the presentation by MPFT to Moorlands PPG regarding Leek Hospital –development of Care Hub.**

BP stated that a copy of the Notes from the presentation would be attached to these Notes.

Subsequent to the presentation he had been asked to be the Patient voice on the working group in MPFT which is developing the business case and range of services proposed. He stated that he accepted the invitation as he had been the Patient Rep on the original CCG Steering Group. He stated that he would ensure that the group would be updated on progress.

## **9. Update on member PPG's**

Biddulph Doctors – PP reported that their meetings were now back at the practice and they had lost two members and looking to increase their number.

Covid booster/ Flu sessions had been very well attended and they had had to order additional vaccines.

He reported that they were losing a GP and the Advanced Nurse Practitioner was retiring. They were concerned at the number of patients failing to keep appointments some 171 appointments lost. They were looking to see if patients could be texted to ascertain why missed appointments. Understood that there was a possible Cloud system that could prove helpful.

Biddulph Valley – BP stated that it is still intended to reform PPG and arrangements are in hand to call a meeting of patients who have expressed an interest in forming new group.

Leek Health Centre- MC reported that the Leek Community hub was discussed and the development of Patient /Practice communication post pandemic now that more normal; service being resumed.

Some changes in Practice staff and currently had services of three GP trainees which was helping appointment situation.

Park Medical – Ian Jones attended meeting but unable to report due to an IT problem.

Moorland Medical – BP reported that they had not met since early December but next meeting early February would be back in Practice. During January carrying out Patient Survey, first since 2019. He stated that the Activities document for Leek had been revised to remove personal details so that it could be uploaded onto websites etc. avoiding the rigours of Data Protection legislation. Still trying to recruit new members as number lost during pandemic due to age and deteriorating health.

## **10. Date and time of next meeting**

1.00 - 3.00pm Tuesday 21<sup>st</sup> March 2023