

Leek & Biddulph Patient Locality Group

Notes of meeting held on Tuesday 19th September 2023

Via Microsoft Teams

Present: L Savage (LS) Chair, I Robbins (IR), I Jones(IJ), P Price(PP), S Tatton (ST), J Samuel(JS), L Roberts(LR), T Parker(TP), R Hurst(RH), W Armstrong(WA), L Dulson (LD), H Potts(HP),S Brown(SB), B Pickering(BP)

Apologies: J Tagell, Dr N Briscoe

LS started the meeting by stressing the importance of re-establishing the Patients Voice in the ICB/ICS as it seems to have become lost as compared with experience during the CCG era. The changes taking place as outlined at the last meeting i.e. the opening of One day Surgery at Stafford and patients from the Moorlands being sent to consultations at Stafford with no regard as to how they can get there. For this reason IR would be leading a discussion on this as the prime item on the Agenda.

1. Notes of meeting held on 17th July 2023

These were approved

2. Matters Arising

None as items covered by Agenda

3. What do we want from the ICB

IR stated that he had researched various ICB/ICS website to establish what they said in respect of patient engagement. He found that they mentioned Place Based Partnerships, Patient representatives, People's Assembly, People's Panel. He also noted that the Primary Care Board representatives are Dr's Hannigan and Hall and that there are two Healthwatch representatives on the Board. However, according to the ICB Constitution there should be a Disability Representative and another patient representative but neither of these have been appointed.

He stated that he had applied to become a member Peoples Panel and been accepted but heard nothing since, LR confirmed likewise.

Peoples Assembly is contracted to the NHS Support Unit and two members have applied but had no response.

A discussion took place around Healthwatch and it was agreed that BP would contact the Local Organiser to get her to our next meeting to explore whether or not it would improve our involvement by becoming members.

BP stated that he had been unable to get Tracey Sherwan, Director of Engagement and Communication to our meeting but she is coming to Moorland Medical PPG Meeting on Tuesday 7th November 2023 and we hope at least two representatives from each PPG will attend and to ensure there is adequate space to accommodate all the meeting will be in St Luke's Community Room commencing g at 10am. Please make every effort to attend as we can then present a united voice.

BP stated that he had spoken to Tracey on the phone regarding the letter of complaint sent and pointed out that patients have a choice where that go to see consultants via Choose and Book and are not forced to go to Stafford for one day operations.

LR stated that in respect of Physiotherapy in Moorlands still not commissioned for Fracture treatments but waiting time for appointment is 2 weeks in Bradwell and 8 weeks in Leek.

IR state that there is a Shuttle bus from UHNM to Stafford but a commented there is no bus from the Moorlands.

LS stated that it would be a good idea if we prepared questions for Tracey Sherwan and it was agreed that questions should be sent to BP and these would be discussed and a list developed by LS/ IR/BP/PP prior to meeting and BP to arrange meeting in late October.

4. Board meeting Report

LS reported that the main item of the Agenda was the annual accounts and these were presented by the Auditor in a professional presentation. There was little time for other items but LS was able to express our concerns regarding Patient Engagement by ICB.

5. Update on PCN developments

LD explained the staff changes as follows:

2 new Clinical Pharmacists –Beth Cryer and Gaby Widdows have joined.

The Mental Health team is now up to budget with Rhiannon Gilsenan , Senior Mental Health Practitioner, Ruth Chadwick, Mental Health Practitioner and Heather Richardson, Support Worker. She explained that this team is briefing Practices on the service they will be offering to patients and identifying patients needing their support.

LD explained that they are seeking to recruit 3 temporary Advanced Nurse Practitioners for the winter period and hope to be able to offer a permanent role form April 2024 but this will depend on the2024 PCN contract.

Covid Vaccination support to Practices

LD explained that the PCN is responsible for ordering and distributing the vaccine to Practices. The Care Coordinators are working closely with Practices to ensure the correct amount of vaccine is available for the various clinics arranged by Practices and ensuring that the correct number of vaccines are procured through the system. The automated system designed to manage the supply has not totally reliable thus involving personal interventions.

IIF Performance

LS stated that the ICB were visiting next week to review the progress of the PCN against the targets set at the beginning of the year. They do not anticipate any problems and LD stated that she would to BP to circulate the documents to the group.

6. Health & Wellbeing Event –Leek 27th September 2023

LS hoped all PPG's to be present particularly the three Leek PPG's should have a presence. IR stated that their PPG Meeting had been rearranged and they would be walking down to the Event.

7. Communication Group

IR reported that the group had met and it had proved very useful and it was hoped to build on this to improve communication with patients via newsletters and via Practice Facebook pages.

It would be helpful if we had volunteers from the Biddulph PPG's in due course.

8. Updates from member PPG's

Biddulph Doctors – PP reported that they are struggling with the number of members and are trying to recruit new members. He reported they had developed a new banner and leaflet to aid recruitment. The Practice had recruited a new salaried GP. A new telephone system had gone live this week which identifies the caller, has ring back and ability to divert callers requiring blood test results.

DNA' 3 strikes and you are out – trying new approach to patients to reduce DNA's.

Reviewed Patient Survey results and hope that new telephone system will improve patient access to the Practice and improve the score next year.

Biddulph Valley –TP said that at last they had arranged the first meeting which will take place 26th September and it is hoped 25 patients identified from the 400 who replied to the original text and the over 100 who attended the event in Town hall. BP is attending to help.

Leek Health Centre –IR reported that MC had had to stand down as Chairman due to health problems and hence he was acting Chair. He said they were busy organising volunteers to help with Covid/flu vaccination sessions. He stated that their next meeting was on 27th September and this would include attendance at Health and Wellbeing event.

Park Medical Centre –IJ reported they had had a new GP and two registrars had joined the Practice. The group are reviewing the DNA policy carefully and discussing with support staff. They discussed the patient's complaints at their last meeting. He is concerned that they need to recruit new members and liked the idea of text messaging patients and improving PPG presence on Facebook.

Moorland Medical Centre- LS reported that at the last meeting much of the meeting was devoted to updating the members pack in particular the action plans for the next year. Volunteers had been organised for the Covid/Flu clinics and there had been a great and quick response by the members and other volunteers.

November meeting - 7th November 2023 10.00am at Community Hall, St Luke's Church, Fountain Street, Leek –representatives from all PPG's welcome Guest Speaker Tracey Sherwan, Engagement & Communication Director ICB.

9. Any other business

Physiotherapy – LR stated that she had raised with MPFT Board the patients concerns regarding the lack of Physiotherapy for patients with fractures at Moorlands hospital. She has established that this service has not been commissioned and has asked why when there are larger numbers of elderly people in the Moorlands who are likely to need this service locally rather than travel to Bradwell. LR will advise when she hears from MPFT Management.

JS asked if the whole of Haywood hospital was being replaced due to Concrete failures and would the cost of this jeopardise the provision of a Hub at Moorlands

LR stated that the funding for the replacement of Haywood concrete failure would be funded jointly by NHS and MPFT and in fact the new building will be two storey.

She also commented that the plans for Leek hub were progressing but there were still some political debates taking place with NHS England but she was hopeful that the progress would continue.

IJ asked if all Practices would be offering PSA tests for possible identification of Prostate cancer.

RH commented that it is not likely that blanket testing of patients of a certain age will be offered test even if requested as the test is not always an accurate indicator on its own but used with other symptoms can help diagnosis. It was commented that research is taking place to develop a better blood test to identify Prostate cancer.

10 Date & Time of next Meeting

1.00 - 3.00pm Tuesday 21st November 2023 via Microsoft Teams

NB this meeting will follow our AGM and we will be seeking Nominations for Officer positions please seriously consider nominating yourself.