

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

Tuesday 16th January 2024

Present: L Roberts(LR) Chair, I Robbins(IR), J Samuel(JS), S Tatton(ST), L Savage(LS), P Price(PP), W Armstrong(WA) R Hurst(RH), L Dulson(LD), H Potts(HP), M Berry(MB), J Heath (JH), Eliza Shenton(ES)

Apologies: I Jones

1. Notes of meeting 21st November 2024.

IR thanked W Paige for the very comprehensive notes of the meeting which she compiled in the absence of the Secretary.

2. Matters Arising

The Healthwatch report regarding Rurality had been circulated but did not say anything that those of us living in the Moorlands were not aware of. IR stated that he had noted in a report by Leeds University concerning rural transport that Staffs Moorlands was No 8 in the league table for the rural area that had lost the most public transport since 2010 i.e. 76% decline. We have only 24% of the transport we had 15 years ago.

3. Discussion on feedback from Presentation by Tracey Sherwan on 7th November 2023

BP circulated a summary of the current position to officers and outlined the current position to the group. It was agreed that we should invite Tracey Sherwan back to a meeting. It was agreed that Moorland Medical PPG would host again and Members from the other Locality PPG's would be invited. The meeting will be on 5th March 2024 commencing at 10.00am and will be at the same venue i.e. Community Room St Luke's Church Leek.

NB Just had Tracey's confirmation of attendance (18-01-2024)

4. Update on PCN developments

Staffing– LD stated that Wain Paige was leaving to join a GP Practice as a Trainee Health Care Assistant as she wished to work in a clinical role. LD outlined that it had been decided not to directly replace this role but to recruit a fifth Care Coordinator so that each Practice had a nominated Care Coordinator. The individual recruited would with other members of the Coordinator team take on the patient communication part of Wain's role. The group wished Wain well in her career move.

LD stated that there were still no definite information concerning the PCN Budgets for next year i.e. post 1st April and so it is very difficult to plan for 2024/5 in respect of job roles but she sincerely hoped that by the next meeting in March a clearer picture would be available.

PCN Performance –LD to bring detailed performance against NHS targets to the next meeting.

5. Report from Chair regarding PCN Board meeting on 9th January 2024

LS said that it had been a privilege to attend the Board meetings and she was sure LR would find them extremely useful in assessing the development and performance of the PCN. She stated that the Board were reviewing regularly the performance of the PCN against the Performance criteria set each year. They were adjusting loadings and flexing the staff to ensure wherever practical the Practices achieved the performance standards to achieve the maximum financial return to the PCN. One likely development was the ICB were striving to get PCN's to perform against common standards. She commented that the Management and administrative team is doing a marvellous job.

6. Communication Group

BP reported that this group would be meeting on 8th February and would be reviewing how we could further improve communications with patients. He commented that the latest PCN Newsletter was very good and provided very valuable stories about the achievements of the PCN staff in improving the health of patients. He stated that he now had access to Churnet Valley, Moorlands and Leek Radio and would be submitting an article to "In and around Leek". (replacement for Leek Life).

IR suggested that we consider using text messaging to inform patients as more and more are used to text messages from health service.

7. Update on member PPG's

Biddulph Doctors – PP reported that they had just managed to recruit 5 new members and he was hoping they would in time become valuable members of his small team. At their recent meeting they reviewed the 190 DNA's and none had had the "3 strikes and you are out letter". They had appointed a new Operations Manager, 2 Advanced Nurse Practitioners and a female GP-Dr Pitts.

They discussed the telephone system and requested Management to see if the system could handle patients calling to cancel appointments without having to go through to Reception staff who handle 8000 calls in December.
Biddulph Valley –Disappointing no representative available

Leek Health Centre –IR was pleased to report that their Chair is planning to return from illness in February. Their next meeting is on 17-01-24 and they will be discussing DNA's, assessing Patient Suggestion slips, meeting new members of staff.

Park Medical – MB reported that they were planning to use text messaging to try and recruit new members and were pursuing a similar DNA process to Biddulph Doctors but they are restricted as the PPG membership is only 5/6 patients.

Moorlands Medical – ST reported that last met in December and will not meet until February. Discussed Patient Survey - developing Patient access support for patients, looking at TV screen /Tannoy to notify Patient that the

GP/Clinician is ready to see them – Hard of Hearing /visually impaired patients. System is installed on Patient Record to highlight to Clinician that deaf/blind patients but Clinicians do not seem to check for this indicator when calling Patients to appointment.

8. Any other Business

The problems being experienced by Pharmacists in obtaining drugs has been widely publicised in the media. Has this problem been difficult for our Practice's. The Practice managements said when shortages occur it puts a strain on clinicians, reception staff, In house Pharmacists to identify and get alternative prescribed where possible and causes stress to the patient.

9. Date and Time of Next meeting

The next meeting will be held via Microsoft teams from 1300 to 1500 on Tuesday 19th March 2024