Meeting of Portland PPG Wednesday 4th December 2019 5.00 pm

Attended by: Sue Cousins, Sabrina Ruffles, Dawn Smart, Lynda Zeff

Apologies for absence: Liz Smith, Hilary Mulholland, Gail Jukes

1. Minutes of last meeting agreed as an accurate record.
2. Flu clinics: volunteer members were busy at the first Saturday clinic but volunteers who attended the next clinic were not needed. SR reported that there will not be as many Saturday clinics in the future.
3. Health Promotion/awareness weeks: the recent event to coincide with Self Care Awareness week was successful and was attended by a number of patients. A range of services including Heartcare, One You Walsall, Self Care Team, Open Spaces, Cancer screening/Awareness and Falls Prevention. It was agreed it would be worthwhile to repeat this event next year, with some adjustments to increase patient attendance including advertising earlier, sending out texts to patients elder and asking reception staff to mention it to patients attending the practices.
4. SR outlined some of the areas being promoted to patients from the primary care offer. The practice has to achieve a target percentage in each area. This includes dementia care, smoke free homes, pre-conception advice, pre diabetic awareness and NHS health checks for patients aged 40 – 74. The latter can be mentioned to patients by PPG volunteers during any waiting room sessions.
5. Feedback from Patient Participation Local Group meetings (PPLG) SC attended recent meetings and had provided links to various presentations for members to read related to the list below;

Primary Care Networks (PCNs): Portland Practice is part of East 2, which also includes Northgate, Rushall, Collingwood and Blackwood. Sr commented that there will be options for some shared services such as social prescribing and a prescribing pharmacist who will work across the practices; time allocated will be related to patient list sizes. In addition Portland has employed a clinical pharmacist for several days per week to manage prescription queries but also to begin running clinics as appropriate.

eConsult: this a is to give patients more choices of ways to access primary care. It is made clear on the access route that this should not be used for any concerns requiring an urgent response. It does not increase capacity. SR reported that this is in place, reception staff receive queries from patients and will pass anything needing a clinician to respond to the doctors. Each doctor has a couple of appointment slots per session to deal with eConsult. If there are any urgent/red flag queries, reception staff will direct patients to appropriate services.

Personalised Care: focus is on shared decision making and may involve solutions that are not medical, sign-posting to other services, social prescribing. The presentation at the PPLG meeting was given by a GP from Handsworth who described a project for 220 patients. He was able to provide longer consultations (1 hour) and the outcomes were very promising. The patients involved subsequently sought 30% less consultations. 13 out of 76 patients with type 2 diabetes were resolved after one session.

Walsall Together – engagement exercise related to living with long term conditions

CCG (Clinical Commissioning Group) reported on Communications and Engagement activities including the PPLG meetings which helps to ensure that people’s experiences of GP services are used to improve the health and care of people in Walsall.

1. Any other business:

Phlebotomy service started 2 weeks previously, currently bookable by nurse and doctors but will be also be booked by reception staff in the future.

1. Date of next meeting: 4th March 2020