

STREETS CORNER SURGERY & STONNALL SURGERY  
Minutes of PPG Meeting Tuesday 26th March 2019

Present	Chairperson (RT), Practice Manager (SJW), Practice Clerk (TO). – PPG Member (KW) – PPG Member (SE)
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1.	Welcome and Introductions	Actions
	RT welcomed everyone to the meeting and offered a special welcome to our new PPG Member SE.	
<b>2</b>	<b>Apologies</b>	
	(JM) (DO)	
<b>3</b>	<b>PPLG Meeting March 2019 Feedback</b>	
	<p>RT updated PPG members on the reconfiguration of the Urgent Care Centre with the following:</p> <ul style="list-style-type: none"> <li>➤ The UCC in the community located at the Saddlers Centre will be re-locating to the Manor site to form a single location. Closure arrangements and relocation are currently in progress dependant on minor work being completed by Skanska.</li> <li>➤ The Manor site will have sufficient capacity with 7 cubicles for patients to be seen.</li> <li>➤ The community site will close on the 12<sup>th</sup> April and the Manor single site centre will open on Saturday 13<sup>th</sup> April.</li> <li>➤ Single location at the Manor will benefit patients especially if further diagnostics and specialist services are required.</li> <li>➤ There are an additional 850 extra primary care appointments available each week during evenings and weekends that can provide an alternative to UCC appointments. This equates to an additional 44,200 appointments per year, compared to the current footfall at the town centre UCC of an average of 105 per day which is 38,325 per year.</li> </ul>	

- Two extra cubicles at the Manor site UCC provides an additional capacity for up to 18,615 appointments per year, so the combined additional capacity is 62,815 appointments replacing 38,325 per year.

RT also updated members about the Mytime Active Lifestyle services. They have been delivering health programmes in Walsall, Sandwell and Birmingham since 1st August 2016. The contract for the service was coming to an end, at the end of April but has been given an extension from May 2019 to April 2020.

The company has 4 components

- Universal services
  - Targeted services
  - Families service
  - Workplace health
- Mytime Active is a universal service and is also known as an access point, referrals are accepted from healthcare professionals such as GPs, nurses and physiotherapists, including other professionals such as sport and leisure, stop smoking and self-referrals. Referrals can be received either via phone/email/letter and digital platform.
  - Clients can be referred to other providers such as stop smoking, cancer screening, fire alarms and debt management.
  - 12 week support programmes are run for one to one weigh ins and workshops. Other providers also include slimming world and other interventions include health assessments, NHS health checks and workshops.
  - Children aged 2-7 and above healthy weight can attend a six week programme with their parents with

topics to include

- Health eating
  - Exercise/play
  - Good habits
  - Oral health
- The service is also to help improve the health and wellbeing of people in the workplace and is free of charge to small and medium size businesses for less than 250 people.
- MF advised that clients can also apply for a Move-it discount card which a reduction in price to sports and leisure facilities. A free taster session is included in this.
- Mytime Active has offered to visit any groups that require any information and give a talk; the team can be contacted to request this.

RT gave feedback regarding the Long Term Plan with the following highlighted:

- In June 2018, the Prime Minister made a commitment that the Government would provide more funding for the NHS for each of the next five years, with an average increase of 3.4% a year.
- In return, the NHS was asked to come together to develop a long term plan for the future of the service, detailing ambitions for improvement over the next decade, and plans to meet them over the five years of the funding settlement. This was by having lots of discussion groups with patient around the world. The ideas raised included three life stages
- Making sure everyone gets the best start in life, from reducing child deaths, maternal

- wellbeing, giving mums good advice and the best advantages from before conception to birth.
- Delivering world-class care for major health problems which would include heart attacks, strokes, dementia, cancer, lung conditions, depression and mental health. Investing money in detecting conditions early and preventing stays in hospital. and supporting people in their own homes.
  - Supporting people to age well by increasing funding for primary and community care by at least 4.5bn. Supporting patients in their own homes and to live more independently for longer. Developing more rapid community response teams.

The NHS Long Term Plan also sets out actions to overcome the challenges that the NHS faces, such as staff shortages and growing demand for services, by:

- Doing things differently
- Preventing illness and tackling health inequalities
- Backing our workforce
- Making better use of data and digital technology
- Getting the most out of taxpayers' investment in the NHS

Sustainability and Transformation Partnerships (STPs) and Integrated Care Systems (ICSs) now need to develop and implement their own strategies for the next five years.

January 2019 – publication of the NHS Long Term Plan

April 2019 – publication of local plans for 2019/20

Autumn 2019 – publication of local five-year plans

- Over the next few months, staff, patients and the public will have the opportunity to help shape what the NHS Long Term Plan means for their area, and how the services they use or work in need to change and improve over the next few years.
- Local Healthwatch groups will receive national funding to support NHS teams in ensuring that the views of patients and the public are heard, and Age UK will be leading work across a range

of other charities to provide specific opportunities to hear from people with specific health needs.

- The Walsall Together programme was established in summer 2016 and the aim is to support key elements of the NHS Long Term Plan and is focused on delivering improved health and wellbeing for Walsall's population, with improved quality, in a financially and organisationally sustainable system. Providing services in the same place as patients live.
- Primary care will receive 10% of the budget to deliver 90% of care.

The operating model consists of four tiers of care

- Integrated primary, long term condition management, social and community services.
  - Specialist community services
  - Intermediate, unplanned and crisis services
  - Acute hospital services
- Walsall together ICP (integrated care partnerships) will work to improve services through horizons.
  - SB advised that although productivity levels are high, clinical risks have to be managed. Some hospital services are being moved out into the community which will reduce waiting times and give more time for complex patients to be cared for which is a better use of resources.
  - The Long Term Plan has a commitment to increase the funding for GP and community health services over the next 5 years. Nationally spending on these services will be at least £4.5 billion higher in five years' time.
  - General practice is currently facing significant challenges and work force pressures due to an ever increasing population. A solution to this would be services working together, access to additional services, improved access to appointments and appointments with a range of health care staff for example nurses, physios and pharmacists). Shared service could reduce costs.
  - All practices will be encouraged to be part of a local primary care network across the country;

this will be in place by July 2019 serving communities of around 30,000 to 50,000.

- 7 PCNs have been established in Walsall and will have a named Accountable Clinical Director along with Clinical pharmacists, social prescribing link workers, first contact physiotherapist, physician associates and first contact community paramedics in place from 2019 to 2022.

The following services will start by April 2020:

- Medications Reviews
- Enhanced Health in Care Homes,
- Anticipatory Care requirements for high need patients typically experiencing several long-term conditions
- Personalised Care
- Supporting Early Cancer Diagnosis

The following services will start by 2021:

- Cardiovascular Disease (CVD) Prevention and Diagnosis
- Tackling Neighbourhood Inequalities
- Digital-first primary care will become a new option for every patient improving fast access to convenient primary care.
- From 2019 NHS111 will start direct booking into GP practices across the country.

#### **Prescription Ordering Hub**

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- A repeat prescription ordering hub is a new way of ordering your repeat medicines. It will be a phone service which you can call to speak to a trained person, who will discuss your prescription needs with you. For something more complex the prescription ordering hub pharmacist can ask your GP for advice. The pharmacist can review prescriptions if necessary. Patients will also be advised if they need a check-up.
- A reminder can be given for other useful services such as your flu jab.
- The money saved on unused medicines will be used to benefit the health of people in Walsall.

4	<ul style="list-style-type: none"> <li>➤ GP Federation will provide the service and will go live on the 1<sup>st</sup> April 2019.</li> <li>➤ The prescription ordering hubs will be open Monday to Friday 10-2pm</li> <li>➤ Currently 2 practices are testing this service, Forester Street Practice and Pleck Health Centre.</li> <li>➤ Modality welcome feedback on the leaflets for the service that will be circulated before publication.</li> <li>➤ Patients can continue to order online.</li> <li>➤ The rollout of this service will be 18 months to 2 year roll out.</li> <li>➤ This is a NHS service commissioned by Walsall CCG and run by Modality.</li> </ul>	
	<p><b>Election for appointment of new chair in June</b></p> <p>RT advised PPG members that PPLG members will be bidding farewell to the current PPLG Chair in June after 4 years of dedication as he is retiring. Members were advised that 2 expressions of interest were received from Les Woolridge and Dianne Beddows. Voting slips will be sent to all practices for votes to be made. There will be one vote per PPG and after discussion our PPG members agreed to vote for Dianne Beddows.</p> <p><b>ACTION – SJW WILL RETURN THE VOTING SLIP</b></p> <hr/> <p><b>Minutes and Matters from the Last Meeting</b></p> <p>The minutes from the last PPG Meeting was read and agreed. No matters arising</p>	

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**Any Other Business**

RT expressed if there was any interest in any of the PPG members becoming vice-chairperson. Everyone was in agreement that we need to encourage more patients to become active members of the PPG

ND gave an explanation of the Diabetes Prevention Programme in Walsall which is called Living Well Taking Control. This has been commissioned to deliver the Healthier You: NHS

If you are over 18 years old and have had a blood test within the last 12 months which indicates you are at a high risk of developing Type 2 diabetes (the most recent blood test will be used) then your GP may refer you to the programme.

GP practices are currently working to identify eligible patients through the NHS Health Checks programme or through reviewing patients on the register.

One You Walsall is a free healthy lifestyle service dedicated to improving the health and wellbeing of all residents across Walsall. RT suggested the possibility of asking a health advisor to run a group meeting at the Stonnall Community Centre to raise awareness of the services they offer.

**Provisional Date for Next Meeting**

To be mutually arranged by RT and SJW

**Meeting Closed**

Meeting closed at 6.30pm by RT

**Discussion for Next Meeting**

Results from the 2018 Patient Satisfaction Survey



