

Pinfold Medical Patient Participation Group  
Minutes of Meeting Held at 2 pm Friday 7<sup>th</sup> February 2020

Present: PRG – 12 members  
Chair: Mrs Dianne Beddows  
Secretary: Robert Drew

Present: Carol Drew, Eileen Perry, Ian Thompson,  
Jaki Anscombe, Elizabeth Brumbil, Margaret Parker  
Peter Brant, Carol Blakemore, June Wright, Sheila Street

Pinfold Medical: Rashda Shanaz

Apologies: Dr Asghar

### **1.0 Chair's Welcome:**

The Chair was pleased to welcome everyone to the meeting and was particularly pleased to see new members Carol Blakemore and Peter Brandt in attendance

### **2.0 Approval of Minutes for meeting held 1<sup>st</sup> November 2019**

Proposed: Eileen Perry  
Seconded: Jaki Anscombe

### **3.0 Healthwatch**

Paul Higgitt has had some difficulty obtaining feedback from people filling in questionnaires.

The Chair has been part of a team which went into Parkfields Care Home. The team found that the feeding of patients was not done promptly and food was often cold. Healthwatch need volunteers to help do inspections. Healthwatch is now based at Blakenall Village Centre.

### **4.0 Patient Wi-Fi.**

There are still problems connecting to Wi-Fi in the surgery but Rashda has been told four people had connected. Jaki Anscombe tried but could not connect.

### **5.0 NHS Long Term Plan**

The Chair will be attending a meeting to get a progress report on the NHS Long Term Plan. It is possible Walsall CCG at Jubilee House my close as part of the plan.

### **6.0 Cancer Champions.**

An offer has not been sent out to the practice yet but this is expected in the next couple of weeks. The program aims to raise people's awareness of cancer and to engage people in conversation to help them deal with the issues involved.

### **7.0 Joint Info Awareness Morning.**

St. Luke's PPG are interested in joining together with Pinfold Medical in a Joint Information Awareness Update Morning. It would be preferable if all practices to be involved. A Carers Health Awareness program in the summer could be a good way to promote joint working of the practice PPG's

### **8.0 Car Park Modifications.**

It is proposed that the current dangerous bottleneck at the entry to the carpark be removed by having an exit in Woodhall Street. This will mean the loss of a couple of car parking spaces but is necessary to avoid the current unsatisfactory traffic flow. A user group meeting with NHS Property Services and the practice managers would be a useful way to discuss this.

Cleaners should be encouraged to communicate maintenance problems such as broken toilet door locks and other issues to Practice Managers

### **9.0 Pinfold Medical News.**

Rhasda has asked the PPG to provide feedback on how the merger of Field Road and All Saints Surgeries has worked and a survey will be sent out to the PPG for their views to be recorded. The CQC has visited the Pinfold Medical Practice and has highlighted two areas where improvement is required. The inspection found that improvement was necessary in the effectiveness of the practice in providing services to people with long term conditions and in the provision of well led services in the development of an effective quality improvement programme.

The full report can be found on the CQC website. A follow up inspection is expected. The scores for how patients described their experience of using the Practice and the experience of making an appointment have both dropped and are below the National Average.

### **10.0 Patient Welcome Screen and Signage.**

With the Field Road and All Saints parts of the practice being physically separated but doctors being shared between both there is the potential for confusion especially concerning where to wait for an appointment. In addition, the Notification screen used to inform patients that the doctor is ready to see them is not easily viewed from the whole of the waiting area.

It was suggested that the Welcome Screen should make people aware that they should monitor the Notification screen whilst waiting.

It should be noted that most appointments now take place on the All Saints side of the building

### **11.0 PPGLG Meeting.**

The next meeting of the Patients Participation Groups Liaison Meeting will take place on Tuesday 3<sup>rd</sup> March at 1.30 pm at Beechdale Learning Centre

**Glossary:** PCN Primary Care Network CQC Care Quality Commission  
CCG Clinical Commissioning Group

**Next meeting 2.00 p.m. 5<sup>th</sup> June 2020**