Present: PRG – 9 members

Chair: Mrs Dianne Beddows

Secretary: Robert Drew

Present: Carol Drew, Eileen Perry, Mary Robinson, Ian Thompson

Sheila Street, June Wright, Elizabeth Brumbil

Apologies:Margaret Parker, Jaki Anscombe

Pinfold Medical: Dr Asghar

**1.0** **Chair’s Welcome:**

The Chair welcomed everyone present to the meeting.

**2.0 Approval of Minutes for meeting held 10th August**

Proposed: Carol Drew

Seconded: Dr. Asghar

**3.0 Surgery DNA’s.**

An audit of patients who did not attend their appointment has been done and Rashda has the name of those patients who need to be contacted. A message to be sent to those patients who persistently do not attend has been prepared and is waiting for Doctors’ approval.

There is a national programme for DNA reduction. DNA’s have a negative impact and result in a reduction in the number of appointments available.

**4.0 Patient Wi-Fi.**

A Guest Network is available to patients but is password protected.

**5.0** P**romoting Self Care.**

A programme for the reduction in the number of items for which a prescription may be issued is underway. This will be advertised on TV screens in surgeries. Details of which items will now be unavailable for prescription are given on the CCG web site and include, for instance, gluten free products, hay fever remedies, cold sore virus creams etc.

**6.0 Locality Hubs.**

A list of Locality Hubs will be issued by the Chair. General practices should group together to cover 40,000 patients with each Hub linked to District Nurse groups.

Primary Care Networks will have leads who will link together to co-ordinate working of the Hubs.

The PPG Liaison Group perspective on this is that it is leading to the amalgamation of PPG’s so that one PPG represents each Hub.

**7.0** **PPG Liaison Group Update.**

PPGLG meetings will be available to individual PPG members. The CCG will continue to support the operation of the PPGLG with dedicated people at the CCG tasked with improving communication. The Chair will try to get information concerning the focus and method of operation of PPG’s across the country.

There is now a PPG charter document available on the CCG web site and a poster will be displayed in surgeries. An information letter has been prepared to be for distribution to PPG’s. The consolidation of PPG’s into single PPG’s representing each of the 7 Hubs in Walsall would result in more effective focussed operation.

**8.0 Health Watch**

The Health Watch web site contains important and interesting information regarding the operation of hospital systems. There are some issues due to staffing levels especially in dementia wards.

Staff morale is important to improving services and this should be a major management preoccupation. The service relies on a tremendous amount of goodwill and this should be recognised. Staff remuneration is a key factor in recruiting good staff.

National Comparisons on staffing levels in hospitals across the country are important in identifying best practice and potential problem areas.

Health Watch is doing a lot of work on discharge lounges the aim of which is to ensure effective post hospital care.

**9.0** **Making the Most of Health Centre Facilities.**

Cancer Health Fairs and Macmillan Health points should be available in surgeries.

The text system for appointments could be utilised to encourage attendance at Health Fairs and PPG meetings

**Next meeting 2.00 p.m. 1st November 2019**