**SADDLERS HEALTH CENTRE**

Dr F. Mahmood and Dr M. Verma – Saddlers Health Centre, 133 Hatherton Street, Walsall WS1 1VB

Practice Manager: Ms C. Murphy

Tel. 01922 622326 Fax. 01922 633239

**Patient Representative Group (PRG) meeting**

**Wednesday 26th April 2023, 12 noon In the Surgery**

**In attendance**:

Dr. Mahmood

Catherine Murphy (Practice Manager)

Deirdre Pedley (Chair)

Roger Ince

Chris Mansell

Colin Skidmore

Hilary Skidmore

1. The Chair welcomed everyone to the meeting. There were no apologies.

2. Notes of the meeting 9/11/2022, having been previously circulated, were accepted.

3. **New Medical Centre**

Dr Mahmood gave an update on the new Centre. He stated that the completion date was on

target and it was hoped to obtain the keys on 8th August. There would be a 4/6 weeks IT

preparation time. The current lease notice has been handed in to the landlord and the

building sold. The Practice was in the process of signing the new lease and the contract

would start at the end of August. It was hoped to move to the new centre before

22nd September with clinics to be arranged from Monday 25th September if all goes to

plan. Notice would be given to all companies involved at the current site.

The new centre would have six consulting rooms for Saddlers practice on the ground floor, with

Reception on the left hand side and able to direct patients to the consulting rooms.

Admin and offices would be on the top floor. Lloyds would be taking on the Pharmacy role.

Other services would be provided by Primary Care and the Chair would make enquiries

regarding this at the next group meeting. There were to be two conference rooms and

agreement was being sought from the umbrella group regarding accessibility. They would have

to be booked in advance.

It is estimated that there would be approximately 130 parking spaces appropriately shared,

With car registration recognition dealt with at reception. Dr Stevens was suggesting having

plants in beds at areas of the car park but if no one volunteers to maintain these then shrubs

would be planted.

Dr. Stevens would be meeting with ICB CCG and Integrated Care Board. He would be land

Lord of the building as well as dealing with his own practice.

Dr. Mahmood said that when he had the keys to the new building he would let members

look round.

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4. **Practice/Doctors’ Agenda Items**

i) Staffing Levels Update - Back to full staffing levels. There is a new member of the team

Abbey who started in February 23. She is training with the Practice Manager at present,

has never worked in the NHS before and is progressing very well. She will be trained in

every aspect of the medical reception role over the next few months.

ii) Staff training – Staff training now returning to normal after the pandemic with training

for all staff having restarted. This will be arranged through practice manager and the

staff internally. Staff have received annual appraisals and skills maxtrix has been

completed and effective training for each member of staff has been identified and will

be arranged. Staff need to be able to do each others jobs.

Walsall Social Prescribers are a new service to Walsall Patients which started the same

time as the Covid pandemic. Unfortunately due to this the usual public information

(engagement) has not been able to be carried out. All Social Prescribers have had

significant training and are now working in each Primary Care Network (PCN) with

more recruitment planned. Saddlers Centre is part of South 1 PCN. Social

Prescribers accept referrals at present from General Practice, they work on a PCN level

and will take referrals from the practices who are members within the PCN. Patients

who are deemed suitable will be offered services under the following headings:

Loneliness and isolation

Health and Lifestyle choices

Mental Health (anxiety, depression, stress)

Carer/relative with concerns

Living with long term health conditions

Bereavement and loss

Housing issues

Money worries

Employment support

Education access

Living independently support

Access to local community

A poster will be displayed giving this information.

iii) Contacting GP on line – ACCUREX – This service is now active and replaces econsult.

It is working well with no issues raised through the trial period and will continue to

be used.

iv) Managing GP appointments – Currently 80% of appointments are face to face for both

GP’s, HCA and Nurse have been face to face for some time now. We have decided to

keep a few telephone consultations in view of patient feedback from internal

questionnaires for those patients who do not need to be seen for their problems and

can be dealt with over the phone. This may change in the coming months and

members will be updated at the next meeting. Some GP’s in the Walsall area have

already gone back to full face to face consultations.

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5. **PRG Membership - recruitment**

This has been added to our website and a text message has been sent to all those

patients over 18 advising them about our PRG with instructions of what to do if they

Interested in joining. Practice Manager has also raised some new posters for the waiting

room. The ICB have requested the PRG’s chairs details to be included in their mailing

list. Deirdre has agreed to this and details have been sent.

6. **DNAs** – 1 month 209 3 months 675 12 months 1602.

Each time a DNA has occurred a text message has been sent automatically to the

patient to advise them of the effects it has on the surgery and its other patients.

Posters have been added to the waiting room and this will be made clear on the

website front page months of DNA rates. The results shown are only for face to face

appointments not attended and does not include telephone consultations that were not

answered, the GP tries three times and then the patient has to re-book.

7. **Black Country Integrated Care Board** – Patient Participation Liaison Group (PPLG)

Notes of meeting 28/2/2023 having been circulated. Date of next meeting at Jubilee

House 20/6/2023.

8. **Medical Records**

Patients online access to medical records will start via the NHS app on 1/11/2023

All patients will be included in this but it does not include medical history prior to

31/10/2023. Updated website on this and texts have been sent out to all patients

aged over 18.

9. **Covid Boosters**

This PCN has not taken up the offer to provide the service this time. Spring Boosters

are available at pop up clinics and many pharmacies staff are aware of dates and

locations of pop up clinics.

10 **Extended Hours**

Extended PCN hours 6.30 – 8 pm Monday to Thursday, 1 – 8 pm Fridays, with a 9 – 5 pm

Service. Our PCN extended hours are now covering our phones from 1 – 4 pm Tuesday,

Wednesday and Thursday only for urgent calls. Message has been added to our

telephone system of this or advising if none urgent pt to call back after 4 pm. Being dealt

with by other surgeries within the Group.

11 **Annual Questionnaire**

Done on line and some printed. Members suggestions would be appreciated.

12 **Date of next meeting** set for Wednesday 12th July 2023 12 noon at the Surgery.

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