

**MINUTES OF THE MEETING HELD THURSDAY 4 FEBRUARY 2016  
DY1 CAFÉ, STAFFORD STREET, DUDLEY**

**Present:**

Representatives from the following PPGs:

<b>Name</b>	<b>Practice/Organisation</b>
Bob Edwards	Three Villages
Bob Parker	Kingswinford Medical Practice & High Oak Surgery
Bryan Caldicott	Moss Grove Surgery
Cicely Thomas	Ridgewood Surgery
Clare Hamilton	Dudley CCG
David Bailey	Clement Road
Debbie Floyd	
Dennis Rose	Wychbury
Harry Bloomer	Wychbury
Helen Codd	Dudley CCG
Irene Arrowsmith	Three Villages
Jack Bates	Castle Meadows
Jason Evans	Dudley CCG
John Williams	Ridgeway
Julie Jasper	Dudley CCG
Keren Hodgson	Dudley CCG
Margaret Roberts	Stourside Medical Practice
Pam Houghton	Eve Hill
Pat Lamb	Lapal Medical Practice
Phil Wimlett	Central Clinic
Roger Harding	Feldon Lane (The Lanes PPG)
Stephen Schwartz	Milking Bank
Stuart Steele	AW surgeries
Tony Durrell	St Margaret's Well

**Apologies were received from:**

David Stenson	Moss Grove
Laura Broster	Dudley CCG
Geoff Lawley	AW Surgeries
Margaret Galligan	Feldon Lane
Jacquelyn Horwood	Feldon Lane
David Orme	KMP
Jayne Emery	Healthwatch Dudley
David Gill	Lower Gornal

**1. Welcome & Introductions**

Helen welcomed all to the meeting.

**2. Urgent Care Centre and Single Patient Portal Update – provided by Jason Evans, Commissioning Manager for Urgent Care Pharmacy at Russells Hall Hospital**

- There has been an ongoing issue; prescriptions given by RHH UCC cannot be prescribed by the onsite pharmacy at RHH as they do not have a community pharmacy licence.

- The office of Public Health in Dudley released a pharmacy report on 4 February 2016. The report will be used by DGFT to establish whether this is a business case for applying for a licence to dispense community pharmacy medication.
- If the business case is proven, DGFT will then apply to NHS England to prescribe at DGFT

### **Dudley Patient & Clinical Portal**

- Dudley CCG are considering a single patient portal where all healthcare services for staff and the public will be available in one place via a single telephone number, a mobile app and online
- This initiative is in its very early stages and Jason will update POPs throughout the process

Jason took questions from the group.

Q: Is it realistic to aim to have the new UCC building up and running in this calendar year?

A: The business case was approved by the Board in November 2015, it is a 39 week build. The CCG and DGFT are now looking to secure the funding for the preferred option. The project would be complex and take time as whilst the new UCC build is in progress the trust would still have to deliver emergency care.

Q: Where does the phlebotomy clinic fall into this?

A: The phlebotomy clinic originally moved to make space for the UCC, I'm not aware of any effects to the phlebotomy service from this move, and it continues to operate from another area within the hospital.

Q: Originally there were plans to have Navigators to keep track of the use of the UCC service, when will they be bought in?

A: The appointment of UCC Navigators to support patients non-clinical needs is currently limited by available space, if the new build goes ahead it will have space for staff navigators to help patients

Q: What is the name of the report released by Public Health today?

A: The report is a review of the prescribing of medication at the UCC. It was released today for internal process. It will be approved by Quality & Safety and then shared with the Trust and UCC provider.

Q: How can we help going forward?

A: If all agree it would be good to support the pharmacy proposal at the Trust  
Stuart proposed that all agreed.

All in attendance agreed for to the proposal for the hospital pharmacy to prescribe prescriptions issues by the UCC.

### **Action: JE pass on POPs support regarding hospital pharmacy to the Trust**

Q: In relation to the single patient portal (SPP), it was stated that a GP practice in Sandwell area speaks to the patient first before booking their appointment, this was a trial in the practice, can't this be done across the whole of GPs?

A: Jason confirmed that this function is also being trialled in some of our Dudley practices, we are trying to use this approach across the whole of the health economy.

Q: NHS111 – there has been a lot of national criticism. Would the SPP be a local service to Dudley?

A: Locally NHS111 is based in Brierley Hill and delivers a service for 16 different CCGs, underpinning the information given out by NHS111 is a directory of services which is managed by the ambulance service. The plan for the SPP is to engage with all healthcare, social care and voluntary partners.

Q: If we dial NHS111 is this a local response?

A: Yes, the call handlers now where you are calling from and direct you to information and services that are local and appropriate to your needs.

Q: If the UCC is going to be based in the new build, will this affect any of the car parking?

A: No public car parking spaces are being lost as a result of the proposed new build.

Jason thanked all for their comments and time.

### **3. a) Draft minutes from December meeting**

David Bailey informed all that the layout of the first page is much better with members names on.

All agreed, no amends to the minutes. Minutes will now be added to the public CCG website.

Q: As Dr J Rathore has stepped down from the Board as Sedgley, Coseley, Gornal (SCG) Locality lead, who is our clinical board representative now?

A: There are 2 representatives for each locality, SCG currently have 2 vacancies.

Q: Could we ask a GP clinical lead to our PPG Meeting?

A: It would be good to ask a clinical lead/board member to our POPs meeting so that all PPG representatives can meet them. Caroline Brunt has recently been appointed to the role of Chief Quality & Nursing Officer and is new to our Board, Caroline would welcome the opportunity to come and talk to POPs.

**Action: HC/KH invite Caroline Brunt to a POPs meeting**

**Action: HC/KH feedback to CCG, Electronic Prescription Service (EPS) is working well**

### **a) Updates from the board (including Chief and Chair's report)**

Chair & Chairman board update was provided for all in attendance.

Julie informed all members that they can submit questions from the public to the Board.

Any questions to be sent to [Helen.codd@dudleyccg.nhs.uk](mailto:Helen.codd@dudleyccg.nhs.uk) and all questions must be submitted at least 48 hours prior to the Board meeting.

### **b) Questions asked of Board**

None

## **4. Break and Networking**

## **5. Feedback from group/ questions to Board**

- General question, not for Board  
Geoff Lawley asked Stuart Steele to see if all would agree to use £1,000 of the POPs fund to hold a health education event with schools that is already held on an annual basis. Normally 7,000 children from the borough take part.

All agreed that this was a good idea; however they would like more information.

**Action: Stuart Steele- let Geoff know we need more details for the next meeting, or send to HC/KH and they will circulate before the meeting.**

**Action: HC to find out how long PPG Purse fund and POPs fund is available for**

- Cicely suggested using some of the POPs money to design and print a self-care leaflet that could possibly tie in with the school health education event. This can be decided at the next meeting once Geoff's proposal is produced.
- David Bailey raised an issue around DNA's (appointments not attended) at practice. Julie will raise this at Board, however all PPG members need to raise this at their PPG meetings as it is up to each individual practice to provide numbers on DNAs.

Please find attached report on DNA's supplied to us by Harry Bloomer, also a link here: <http://www.bbc.co.uk/news/health-17298612>

## 6. Any Other Business

Julie closed the meeting.

### **Date of Next Board Meeting**

Thursday 10<sup>th</sup> March 2016  
1pm – 3pm  
Room T051, 3<sup>rd</sup> floor, BHHSCC

### **Dudley Borough Healthcare Forum**

Thursday 3<sup>rd</sup> March 2016  
4.30 – 6.30pm  
Brierley Hill Civic Hall

### **Date of Next POPs Meeting**

Thursday 14<sup>th</sup> April  
10.30am – 12.30pm  
Zion Centre, Halesowen

### **Glossary of Terms**

CQC – Care Quality Commission  
DG NHS FT – Dudley Group NHS Foundation Trust  
DIRD – Do It Right Dudley!  
DNA – Did Not Attend  
DPMA – Dudley Practice Managers Alliance  
ED – Emergency Department  
EPS - Electronic Prescription Service  
GP – General Practitioner  
H&WBB – Health & Wellbeing Board  
MDT – Multi-Disciplinary Team  
NHSE – NHS England

POP – Patient Opportunity Panel  
PPG – Patient Participation Group  
RHH – Russells Hall Hospital  
SPP – Single Patient Portal  
UCC – Urgent Care Centre  
WiC – Walk in Centre  
WMAS – West Midlands Ambulance Service

**Attachments:**

Urgent Care Presentation  
DNA Report