

**PEEL MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP
Minutes of meeting held Tuesday February 27th 2024 at 5.00pm.**

Present: D Lever (Chair) S Greenwood C Arnold V Levai H Loxton
R Coggins Dr Ireson B Coleman J Dyoss

1. **Welcome** – DL welcomed all to the meeting.
2. **Apologies** - L Kellyman S Crosby J Garner S Smith M Shott Dr Sellers
3. **Minutes of previous meeting** – approved following minor updates.
4. **Practice Update/Primary Care** – in the absence of SC, DL explained that the agenda item "Patient Stories" would now become "Patient Queries" and be covered in Practice Update, since most issues members raise relate to the practice.
SG reported that practice staff had taken part in highly successful and useful deaf awareness training. As a result, she is undertaking a course in British Sign Language.
Ear wax removal provision was discussed, Dr I said practices no longer receive money to carry this out and have been advised not to do it. HL said he understood that some practices do offer this as a free service. Dr I said they must be paying for it from their own budgets.
Pharmacies and other organisations offer the service at a fee. Patients do not need a GP referral for this. DL said the ICB is aware that there are differences in provision, and is seeking to ensure that treatment opportunities are the same for all patients. HL said it would be useful to ask the PCN which practices do offer this service. **DL to refer this to SC.**
5. **Huw's News** – HL referred to the Business Community Connector Scheme which is free to join. (It is part of the CIC which has now opened a café across the road from the practice). It produces a regularly updated list of all organisations/groups available to support and advise people in Tamworth in a variety of ways. A copy of the current list was circulated, and the practice expressed interest in joining. **SC to look into this.**
HL queried the usefulness of Patient Access since the NHS App is now dealing with the same services. There was some discussion about whether a password is needed for the NHS App. DL said SC thinks Patient Access will finish.

HL said the planning application to turn the church next to the practice into flats has been approved. DL said SC had reported that the surgery landlord was aware of the issue. RC wondered where residents of the flats would park. HL invited anyone who has called an ambulance recently to take part in Healthwatch's survey on ambulance response times. Survey ends March 10th. HL said the ICB is working with the PCN on greater PPG collaboration and wider groups in the future. DL said she had been contacted by a local PPG chair who is also trying to recreate a "district" group for PPGs. She had expressed interest on behalf of the Peel PPG. Things are at a very early stage. BC said the charity he works with has been granted more funding enabling it to set up a new Time Out Club at St Peter's Church and Community Centre, Glascote, starting with "tasters" in April. A new website identifying all the support available in Tamworth and Lichfield for people living with dementia has been set up, See www.dementiaexchange.org.uk.

6. **PG monies; proposals for use** – members of the committee suggested two newly formed local groups who would benefit from donations. It was agreed that "Self Sufficient Children" (Fazeley allotments) and "Up" arts and crafts therapy shop in Ankerside (a not-for-profit organisation but not a charity) be given £150 each from PPG funds. **DL to obtain details and effect this.**
7. **Newsletter** – No. 1 for 2024 was discussed and amendments made. **DL to update and send to JW to forward to partners prior to circulation.**
8. **PPG role; initiatives, contact with other PPGs** – DL proposed that the PPG address the matter of carers who provide support for people with mental health issues. Angela Brookes to be invited to the April meeting to update the committee on the findings of the Dementia Exchange research project, which is looking at how carers can be supported. This was agreed.
DL had tried to find out if PPGs can provide items, not available from the NHS, to practices. Many PPGs do indeed do this and there is nothing on the NHS website to say it should not be done. RC thought SC had said the practice could not accept gifts because it is a training practice. **DL to discuss with SC.**
DL had also used the NAPP website to find out if any other Tamworth PPGs were members of the national association. There was a nil response, so she assumes the Peel is the only Tamworth practice with membership.
9. **AOB** – HL referred to Pharmacy First in which pharmacies have taken on 7/8 areas on which to advise patients. This is not new but more pharmacies are taking it on board. HL also queried why doctors' names have been removed from doors in the surgery. Dr I said it is for reasons of safety and security and the names have been replaced by numbers. RC recorded his

thanks to two practice doctors who had given first class support to both himself and a family member.

10. Date of next meeting – Tuesday March 26th 2024

DL thanked everyone for their contributions. The meeting closed at 6.05 pm.