

PARKSIDE MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP 8 November 2018

PRESENT

Douglas Birch - Acting Chairman	Secretary / Minutes – Karen Clift
Brian Hulse	Norma Stamps
Colin Dawson	Brenda Bowles
Henry Bowles	David Moreton

APOLOGIES

Alistair Mayo	Janette Coombe - Receptionist
Joan Kempson	Samantha Evans - Practice Manager

Welcome - Making Connections (Karen Smith)

Making Connections Walsall (MCW) is a new service in Walsall for older people who are lonely and / or socially isolated and who would benefit from social contact. This service provides older people with an opportunity to explore their social needs and interests, build their social networks and engage in community activities.

This service does not replace social care, clinical care or treatment services. Service users referred into this service will be offered the opportunity to have a Safe and Well Visit undertaken by West Midlands Fire Service.

You can refer in three simple steps:

Advise the service users about the MCW programme
Obtain consent to refer
Complete and email the attached referral form to homesafetycentre@wmfs.net.
Please see attached the Referral forms for Professionals and also the Service Flyer for service users, their families and their carers.

Please ensure consent to refer to this service has been gained for the MCW service and for a Safe and Well visit before making the referral.

Issues raised by Mr D Birch...

- Markings on car park
- Extension of car park
- Caretaker for the building
- Receptionist for the building
- Minor Surgery / Walk in Clinic
- Lack of activities and support available in Brownhills
- Redecoration of the building inside and out.

Karen Clift

Tried to explain that some of the issues raised were out of the control of the practice and too time consuming for staff to investigate or pursue. We did raise our issues with the local MP in a private meeting but did not receive any feed back from him. The expectations of the group are way beyond our control and this needs to re-iterated by the Practice Manager. It seems that the expectations of the group are moving away from the initial intention and purpose of the meetings and are unmanageable.

- There are currently ongoing meetings between the landlord, property owner, NHS Properties and the tenants about who is responsible for what services relating to the building. Parkside Medical Practice leases its space in the building and does not have any control over how the other rooms are used and for what purpose. We are also not solely responsible for the maintenance of the car park and its markings and at the moment, we are unsure about who to approach to raise these issues as it remains undecided who is responsible for what.
- The same applies to the caretaker issue and receptionist for the building. This would be down to Walsall CCG to implement. The practice can only suggest that this happens and have no bearing on budget for these services or the appointing of staff for these roles. We are an independent practice within a shared building.
- We are currently in talks with the property services team to establish who would be responsible for redecoration. If it is decided that it is the responsibility of the practice, then we would only fund the redecoration of the rooms we lease.
- As regards a minor surgery or walk in service, the practice is not in a position to offer or to staff these services, again, this would be decided and implemented by the CCG.
- We also have no bearing on how other NHS organisations offer services in the building or Brownhills and can only make suggestions to these services that there might space available in the building.

Karen Clift is to have a meeting with Dr Jay and the Practice Manager to help resolve these issues as they have been raised and not resolved since the PPG meetings began.

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