

**Patient Reference Group
Minutes
On 16.10.2025**

Practice Staff Present: Samantha SKH (Practice Manager), Jodie JM (Reception/GP Assistant)

Patients Present: VH, SH, AW, GM, AH, PT

In attendance: Megan MS (PCN Care Coordinator, Tina TR (1st Contact Physiotherapist), Mia MH (PCN Health and Wellbeing Coach)

		Action
1.	Welcome and Housekeeping <ul style="list-style-type: none"> No fire alarm planned today If the fire alarm does sound please leave the building via the fire exit using the stairs from the waiting area DO NOT USE THE LIFT. Please meet at the assembly point on the far car park. DO NOT re-enter the building unless instructed to do so by a Fire Warden Take a roll call of attendees at the assembly point 	
2.	Introductions and Apologies Apologies from: Kathleen Blackburn KB, Michael Blackburn MB, Veronica Lockley VL, Paul Davis PD	
3.	Minutes from Previous Meeting (Agreed and true copy) Minutes from the meeting held on 15.05.2025 were approved as correct	
4.	Matters Arising – Action Taken AH requested information on the criteria for Under 18s mental health referrals and support Action: Information printed out for today's meeting VH queried if a leaflet could be made available for patients explaining the different services the practice offers Action: Surgery leaflet printed off for today's meeting and advised that also available on the Stroud Practice website MS – Following on from the previous meeting it was asked if we could provide information on the referral criteria for Under 18's mental health and if there was a leaflet in surgery which patients could have to explain the services the practice offers (Documents regarding both were made available). The practice leaflet is also available on the Stroud website for all patients to access. AH – What if patients do not have access to online MS – The leaflet is readily available in surgery if patients wish to have a paper copy.	

5.	<p>Health and Wellbeing coach - Mia</p> <p>MH – Hello, I am the Health and Wellbeing coach which is an additional surgery role, I am based at the practice twice a week on Mondays and Wednesdays. I am there to discuss a variety of different things with patients such as Lifestyle medicine, Health and wellbeing, Weight management, Physical activity, alcohol advise, help to stop smoking and diet support.</p> <p>I can discuss support around diabetes, pre-diabetes and high blood pressure. Patients can be referred to me if they are experiencing low mood, anxiety, isolation so I can give support and advice on general lifestyle management. This is not a clinical role it is more holistic, however if needed I can refer back to a GP if further clinical support is needed.</p> <p>VH – Do you refer to hydro therapy?</p> <p>MH – We don't refer to them but you can attend yourself without a referral. Most local leisure centres do a Moving scheme, if you go to their reception you can refer yourself to them, 1% of people may need a referral letter which I could help with. The moving scheme gives you access to gyms, swimming pools and more activities but on a smaller quieter scale.</p> <p>AH – Where are these?</p> <p>MH – All leisure places offer the scheme there's one in Walsall, Darlaston and Bloxwich but if you look on the council website there is a list of all available centres.</p> <p>VH – They also offer brine pool and warm water pools at Walsall</p> <p>MH – When you first attend they will show you around the facilities, always check the pool is accessible for you and has stairs into the pool rather than the metal steps. The staff at these centres are very helpful and will support where needed. This scheme can help with any aches, pains and heart health</p> <p>AW – The heart care in Walsall is fantastic, they are in Portland Street by the museum. The first 13 weeks are free and then you pay afterwards which is about £4.50 per session and you can stay as long as you like.</p> <p>MH – Were you referred following a heart attack?</p> <p>AW – Was approached to attend there and whilst there it was highlighted that I have AF. It is a brilliant place to attend</p> <p>MH – We can help when it comes to physical activity without a referral. If you want to get physically active but struggle on your feet there are groups who provide arm chair exercises etc which I can advise on you and if transport is needed I can also point you in the right direction for that.</p>
6.	<p>First contact physio – Tina Reddy</p>

	<p>TR – Has anybody ever had an appointment with me? I come from a physical therapy background and deal with any musculoskeletal pain in the body. Reception can book directly in with me, I will do a full assessment, can request medication if needed, diagnose the issue, refer onwards for any investigations or further physio.</p> <p>AW – When you're referred to physio how long is the waiting time?</p> <p>TR – The previous pathway was around 3 months. However the waiting time in the practice is usually within 1 week for an appointment with myself.</p> <p>SKH – Some patients may say they have been to physio and only given exercises to do at home, what would you say to those patients?</p> <p>TR – There's no magic cure, exercises and stretches are usually needed and sometimes strength training and these all need to be continued to notice a difference. I can also advise on medication which could help, the option for a steroid injection may also be available in the practice with a clinician apart from the hip as this has to be done in a hospital setting.</p> <p>VH – Who is it that employs you?</p> <p>TR – I'm employed by the PCN</p> <p>SKH – The practice is part of a group of practices that form the Primary Care Network (PCN).</p> <p><u>Further info added to minutes</u> <i>Additional Roles Reimbursement Scheme (ARRS) funds healthcare roles to improve access to general practice within the PCN. The staff ARRS work across the GP sites in the PCN group. Roles include: pharmacists, physiotherapists, social prescribers, care co-ordinators, health coach, GP Assistant</i></p> <p>VH – If someone was in pain, could they come straight to you without seeing a GP or Nurse first?</p> <p>TR – Yes, they can be booked straight in with me as long as there is no other issue alongside the pain. Being referred to me cuts your wait time down and saves you going to a GP firstly then being referred on from there.</p> <p>SH – So basically anybody with aches or pains, book with you, you assess them and see what's needed then go from there.</p> <p>SKH – Tina is unable to see pre-existing issues (patients under secondary care), only new problems or if an existing issue has flared up.</p> <p>VH – What is the waiting time to see you?</p> <p>SKH – one to two weeks usually in surgery and there is also extended access appointments available with Tina that we can also book</p>
7.	Social prescriber – Minaz (Megan)

	<p>MS – Minaz the Social prescriber supports people and signposts people to the relevant places in regards to financial issues, Isolation, Mental health, Housing issues and much more.</p> <p>She can advise on local support groups and community groups for people who are feeling isolated at home, people having housing issues, Minaz can contact the council on their behalf to help and support.</p> <p>If somebody is struggling financially she can point them in the right direction of the best people to speak to – She also has food vouchers available so if the patient meets a certain criteria this is something Minaz can offer.</p> <p>She can advise on local community groups, healthy lifestyle, get together, coffee mornings and groups which can help with mental health.</p> <p>SH – So if anybody has any type of worry or problem that they are struggling to deal with they can call reception and they will put them in contact with you – So there is help at hand and it doesn't have to be a physical issue.</p> <p>MS – Minaz will listen to the patient and come up with the best help and support for them, if she thinks the patient needs support from another clinician she can arrange this for them and will book an appointment with the best person.</p> <p>SH – Is this unique to Stroud Practice?</p> <p>MS – No, this is available across a variety of different practices –PCN provide this as extra support for the practice</p> <p>AH – How do you find out about community events?</p> <p>MS – These can be found online or if you arrange an appointment with myself I could look into local groups and give you the contact information for them.</p>
8.	<p>AOB</p> <p>SKH asked the group if there are any suggestions/agenda items for the next meeting?</p> <p>VH – How is the flu campaign going?</p> <p>SH – Commented that the Saturday clinic was well organised and quick.</p> <p>SKH – We had a clinic the 4th October and we gave 538 vaccines in total, 80 of those received flu and Covid. Child flu is the most difficult group to vaccinate and many booked appointments are not attended.</p> <p>AH – What is the prescription process?</p> <p>Prescription process explained to group</p> <p>PT – What is Siraj's role within the practice?</p> <p>SKH – He is the pharmacist within the surgery, he deals with medication reviews, hospital documents which have changes to medication and he also sees acutely unwell patients</p>

9.	Date and Time of Next Meeting 12.02.2026 – 13:00
10	Latest Date for Agenda Items 31.12.2025

Useful information

Stroud Practice Website: www.stroudpractice.nhs.uk

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