**Dudley and Netherton PPG – 31st of July 2025**

**Patient Participation Group (PPG) Meeting Summary**
**Date & Time:** 31 July 2025, 1:00 pm – 3:00 pm
**Venue:** The Savoy Centre, Netherton
**Attendance:** 17 patients, representing 9 of the 11 practices within the PCN. Representatives attended from 7 GP surgeries.

**Meeting Theme**

The focus of this PPG was patient wellbeing in relation LTCs, with a specific emphasis on hypertension management from a pharmacy and community pharmacy perspective.
The pharmacy session was facilitated by Sabah, PCN Pharmacy Lead, and Guv PCN Pharmacist with community experience, with additional input from Your Health Dudley, who promoted their services to both patients and GP surgeries.

**Session Overview**

* The meeting was highly interactive, with strong patient engagement and positive feedback on community pharmacy services.
* Discussions highlighted opportunities for improved awareness of pharmacy-based blood pressure (BP) checks, healthy lifestyle changes, and better access to services.
* A group discussion was held at the end, guided by four key questions:
1. **What is one new thing you learned about hypertension today?**
	* Many patients were unaware that local pharmacies offer BP checks—often on a walk-in basis.
	* Patients valued learning about the eligibility criteria and the importance of calling ahead where possible.
	* Pharmacies can update patient records and share results with GP surgeries.
	* Key takeaways included the importance of reducing salt intake and starting with lifestyle changes to lower BP.
2. **Have you accessed any of these services or bought your own BP machine? What are the barriers? How can access be improved?**
	* Suggestions for increasing awareness included distributing leaflets at PPG events, community settings, schools, libraries, and GP surgeries.
	* Adding service reminders to prescriptions.
	* Conducting workplace health checks and community drop-in sessions (e.g., in shopping centres or supermarkets).
	* Advertising pharmacy services on surgery waiting room screens.
	* Targeting younger audiences to spread awareness among older relatives.
3. **Was today’s information easy to understand and relevant to you or your family?**
	* Feedback was unanimously positive, patients found the presentation relevant, clear, and helpful for managing and monitoring BP.
4. **What topics would you like covered in the next PPG meeting?**
	* Other **CORE20PLUS5** priorities (especially relevant to Dudley’s health inequalities).
	* Type 2 diabetes management.
	* Other long-term conditions, with input from relevant patient groups.
	* Preventative medicine.
	* Cancer screening services, especially changes to eligibility age and barriers to women’s screening access.
	* Raising awareness of services beyond the GP surgery.

**Your Health Dudley – Service Offer**

Your Health Dudley accepts self-referrals and GP referrals. They provide both NHS Health Checks (for eligible patients) and Mini Health Checks (for others), along with a free 12-week programme (face-to-face or virtual).

Services include:

* Smoking cessation
* Weight management support
* Family healthy lifestyle programmes
* NHS Health Checks
* Steps to Health initiative

**Next Steps:**

* Continue promoting awareness of pharmacy and community health services.
* Explore additional outreach opportunities targeting underrepresented groups.
* Plan next PPG session topics based on patient suggestions.

**Key Actions:**

Following the feedback from the PPG members the PCN will be reviewing the below themes and create actions plans to try to improve on some of the areas highlighted:

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| --- | --- | --- |
| Action  | Aim | When |
| Review how to get information to patients on services available | To enable equitable distribution of information for D&N PCN population regardless of GP surgery  | Review the best ways in which we communicate as a PCN and ensure this is inclusive and similar across all the surgeries |
| NHS Health checks | Look at opportunities to provide NHS health checks as a PCN or Direct patients to the pharmacies that are local to them that are doing NHS health checks | Work with Practices, local pharmacies and Your Health Dudley to facilitate. (September 2025) |
| PPG Theme | Agree PPG theme in PM meeting. | September 2025. |