

Minutes

Drs Gleek, Griffin & Adey Patient Participation Group

Wednesday 28th January 2014
5pm at Tarporley Health Centre

1. Introductions and apologies

- Attendees: Sue Masterman, Maire Gibson, Jim Hill and Katherine Helm(Patients), Sam Jeffery and Dr Alistair Adey (Practice)
- Apologies: Angie Martyn

2. Minutes of the last meeting 20th November 2013 & Matters Arising

- Agreed as accurate record, no matters arising not covered on the agenda.

3. Feedback from Waiting Room Visits (Maire & Sue)

A summary of the visits was circulated to the PPG prior to the meeting. Sue & Maire highlighted the following points;

- Very positive feedback received from all locations
- Good community feel particularly in Kelsall & Ashton
- Public transport links from Kelsall & Ashton to Tarporley is a problem
- Patients seem to be well informed about links between health & social care

Dr Adey supported this by informing the PPG that the Integrated Health & Social Care Team for the Tarporley cluster (Tarporley, Kelsall & Bunbury) will be in place by 1st April 2014. The team will include staff from health & social care working together out of Bunbury Health Centre (although the District Nurses will maintain their base in Tarporley).

- The Out of Hours service is not at all user friendly for elderly people
- Discharge delays from hospital due to a lack of social care resources
- Problems with parking is an ongoing problem at Tarporley

4. Collaboration with Dr Campbell's PPG

A summary of the recent meeting was circulated to the PPG prior to the meeting. Sue & Maire highlighted the following points;

- No desire to combine the PPGs at the moment but very willing to share idea's
- Improving access for disabled patients was discussed specifically the possibility of automatic doors?
- Car park improvements particularly the old pond area
- Agreed to meet again in 6 months time

5. Results of the 2013 Patient Survey

The results had been circulated prior to the meeting, there are two spreadsheet pages on the excel document, one for postal & the other for in surgery returns. The total number of responses at the time of the meeting was 51 postal (from 100 sent out) & 7 in surgery. The survey results & patients comments were discussed at the meeting.

6. Patient Survey Action Planning

The areas highlighted for improvement and inclusion on our action plan were agreed as follows;

- Website – link to NHS Choices & promoting self care to patients, ensure all the links are working, general tidy up, promote the Nurse Practitioner role, promote the PPG & encourage more people to get involved.
- Newsletter – well received but many respondents' haven't seen it. Next one due in February, wider publication/promotion in the practice/branch surgeries & on the website. Include feedback from the patient survey & the PPG action plan along with Dr Gleek's retirement at the end of March.
- Waiting Room Visits – the PPG would like to do more of these, targeting times when a different cohort of patients are in the surgery e.g. baby immunisation & smear clinics plus towards the end of the day when working people are coming in for the late appointments.
- Transport Links – find out about the options available locally for patients to access the Health Centre from surrounding areas e.g. Tarporley Shuttle & promote to patients, look at public transport availability, patient transport services etc.
- Out of Hours Service – feedback to West Cheshire Clinical Commissioning Group about the Out of Hours service to see if it can be made more user friendly for elderly people such as producing literature that explains the process so patients know what to expect when they telephone.
- Disabled Access to Tarporley Health Centre – discussion with the Landlords to look at options available for improving access.
- Recruitment of new PPG members – 8 patients expressed a desire to join the PPG when completing the patient survey. Sam will make contact with them all & invite them to the next meeting.

7. Access Local Enhanced Service (LES) Action Plan

Sam explained that locally all 37 practices in West Cheshire Clinical Commissioning Group are working together to improve patient access to primary care services. All practices undertook a data collection exercise at the beginning of July and that work has resulted in the Action Plan that was circulated to PPG members with the agenda. The PPG members present at the meeting were asked to ratify the action plan. Following discussion about the content of the plan it was duly ratified and signed off by Maire.

8. Patient Suggestions

Following the introduction of the suggestion boxes at the end of 2013 Sam reported that they are being used, particularly in Tarporley. Sam fed back the suggestions received to date;

- Display more Mental Health posters in the waiting rooms – PPG agreed
- Longer appointment times so patients don't have to wait so long – PPG asked the practice to audit the length of time patients are waiting for review at the next meeting
- Toys for children to play with – PPG felt it more appropriate for parents to bring toys with them to keep children occupied
- Xbox & pool table for teenagers to play with – PPG felt this was inappropriate
- Pre-school boosters advise parents where the injection will be given so that appropriate clothing can be worn – Sam agreed to discuss with the Nurses
- Please turn off the radio – the PPG felt that the radio should remain on at an appropriate level

9. Practice News

Dr Adey reported that there are many changes and challenges ahead for primary care so the role of the PPG will only become more important over the coming months and years. Self care & alternative consultation techniques such as Skype will become more prominent. Sam highlighted the need to recruit more members to the PPG and to ensure that group is in a position to make informed decisions on behalf of the wider patient population.

10. Any Other Business

Sue suggested that it would be useful for the PPG to learn more about how the practice works and to meet more of the GPs. Sam offered to bring a different member of staff to each meeting & ask them to give an overview of their role to the PPG. This suggestion was well received & the PPG requested that a Receptionist attend the next meeting. Sam also suggested that the GP attending the meeting could rotate giving members the opportunity to meet each GP. Sam agreed to speak to the GPs about this.

Maire reported that the next West Cheshire wide PPG meeting is being held on Monday 24th February at Cheshire View. Sue & Maire will attend the Chairs meeting and Jim will join them for the afternoon session.

Date of the next Meeting

Wednesday 19th March 2014 5pm in the Meeting Room

Sam Jeffery
Practice Manager
3rd February 2014