

Minutes

Dr's Griffin, Adey & Dancy Patient Participation Group

Wednesday 20th May 2015
5pm at Tarporley Health Centre

1. Introductions and apologies

Attendees: Sue Masterman, Paul Bullen, Geoff Johnson, Nigel Briers, Jim Hill, Maire Gibson & Angie Martyn (Patients) Sam Jeffery (Practice)

Apologies: Katherine Helm, Denise & Robert Ziman

2. Minutes of the last meeting 25th March 2015 & Matters Arising

- The minutes were agreed as an accurate record.
- Sam updated the Group regarding the online system changeover from the present VisionOnline system to the new EMIS Web system. (*Egton Medical Information Systems*) This includes the Patient On-line facility replicating what patients currently use. An introductory meeting for the Changeover has taken place with EMIS. The initial data checks seem to be ok, but are very much an on-going activity. Prime changeover activity Friday 10th July thru' Wednesday 15th. Go live for Practice is set for 16th July.
Patient online access will be unavailable for most of July; existing Vision On-line patients will receive an email at the end of June advising them of the change.
New patient mandates will need to be sought and signed in order for patients to access the EMIS Web system to order repeat prescriptions, book appointments & gain limited access to their medical record.
It was agreed that we would stop registering new patients for access to VisionOnline at the end of May.
- Sam advised that the PPG Annual Report for NHS England has been submitted a copy is available in the PPG section of the practice website.

3. PPG Development

- Regarding **Nomination of Officers**, it was established that Sue wishes to be relieved of the Chair duties, but is prepared to continue for the immediate future.
- Geoff agreed to attempt adoption of the secretarial role with on-going support from Sam on Practice technicalities.
- Jim agreed to take on the role of Vice Chair
- Jim passed round a **PPG Recruitment Drive** NHS leaflet that he'd acquired from his recent attendance at the Clinical Commissioning Group PPG Chairs

meeting. The Group considered it to be very suitable for our needs, and Sam will make contacts to get a supply of these.

- **Open Meeting Targeting other local groups:** this was considered, possibly approaching the local WI and U3A groups and the like. Plans & date need to be developed – On-going action.
- Sam is scheduling a **Meeting with other PPG representatives** from Dr. Campbell's PPG initially with the view to setting up a wider meeting with representatives from the other PPGs in our cluster (Kelsall & Bunbury).

4. Patient Suggestions/Friends & Family Test Results

Results up to April 2015 considered. There are lots of positive written comments. In each month approximately 20% to 30% raise critical/helpful comments, but nonetheless they still support recommending the Practice. Comments are varied but car parking and ready-availability of receptionists/phones are inevitably repetitive!

5. Car Parking Audit at Tarporley Health Centre

This is an on-going issue that the PPGs from both practices at the Health Centre are keen to explore. A meeting has been arranged on 23rd June for a representative from each PPG to meet with the Practice Managers to look at doing an audit of the car park usage. We would be looking for volunteers from both of the PPGs to help with the audit. Sue & Jim will update at the next meeting.

6. Building on the Self Care Day

Sam reported that work is ongoing regarding the self care agenda. The CCG are arranging a reunion for the people who took part in the Self Management UK courses in July. It is expected that more courses will be run for the benefit of the patients within the cluster towards the end of the year.

The CCG have now launched Puffel <https://puffell.com/account/About> patients can sign up to this 'health focussed' application to support them with the management of their chronic disease.

Following the successful pilot of Wellbeing Co-ordinators in Ellesmere Port clusters the CCG are working with Age UK to recruit a 'Wellbeing Co-ordinator' for each cluster in the CCG. Our Wellbeing Co-ordinator will be shared across the two Tarporley practices, Kelsall & Bunbury and should be in post by early September. The role is to support patients by signposting them to third sector support available in the locality.

7. Practice News

There was no further news to that given above. There is a heavy focus on the switch to EMIS Web over the next two months.

8. Any other Business

Angela suggested that we should consider using the Tarporley Facebook page in advertising for PPG support.

9. Date of the next Meeting

Subsequently revised to Wednesday 29th July 5.00 to 6.30pm

The meeting closed at 6.30pm