

## **Minutes**

### **Dr's Griffin, Adey & Dancy Patient Participation Group**

**Wednesday 30<sup>th</sup> September 2015**  
**5pm at Tarporley Health Centre**

#### **1. Introductions and apologies**

Attendees: Paul Bullen, Geoff Johnson, Nigel Briers, Dave Morgan, Marian Jones, Sandy McKnight, & Denise Ziman (Patients) – Alistair Adey & Sam Jeffery (Practice)

Apologies: Sue Masterman, Jim Hill, Maire Gibson, Angie Martyn, Pat & Derek Wheeler  
In the absence of Sue and Jim it was agreed that Sam would Chair the meeting.

#### **2. Minutes of the last meeting 20<sup>th</sup> May 2015 & Matters Arising**

The minutes were agreed as an accurate record. Also agreed that, for future work, Geoff will circulate Group members using full email addresses rather than in an 'undisclosed list'.

##### **EMIS Web Changeover:**

Following the initial system setup, further work had proved necessary to reinstall a part of the system to get things to where they should be; this work took place on Tue 22<sup>nd</sup> & Wed 23<sup>rd</sup> September. Things are now stable at Tarporley, but more work is needed for the branch surgeries.

The website page has been updated to explain the new Patient Access system. It provides a point of access to the registration page.

There are currently 125 patients fully signed up with a further 27 in-train and 13 more waiting (there had been 700 signed up to the old system). As the registration process is somewhat more onerous administratively, the Practice is comfortable with the current rate of progress.

#### **3. PPG Development**

##### **Meeting with other PPG representatives**

Jim has presented a report summarising recent meetings with the Campbell PPG (circulated prior to this meeting). There were a number of arising queries, but in the absence of both Jim and Sue it was considered appropriate to defer this topic until our next meeting.

##### **Further Meetings with Others in our Cluster**

No current plans at present time (see above).

#### **4. Patient Suggestions/Friends & Family Test Results**

Results were available up to August. In the main patient support for the Practice is high with a very minor proportion presenting varying criticisms. Car parking continues to be a regular gripe!

#### **5. Proposed Parking Restrictions on Park Road**

Recent events concerning access prevention for bin-lorries and ambulances have brought involvement by the Parish Council, the Hospital and the County Highways department. Double yellow lines are planned for the southerly side of Park Road.

## 6. Self-Care Agenda

### iVan

An Information vehicle has been hired-out to the West Cheshire CCG for 10 days. And will be given to each cluster for a day. *(Sam subsequently confirmed that the iVan will be at Tarporley Community Centre between 10am – 3.30pm on Thursday 19th November which is in Self Care Week. The CCG will be promoting the iVan as part of their Self Care week campaign)*



### Self-Management UK Courses

A previous trial has proved successful and its planned that one course per cluster is to be scheduled for January 2016. There are to be 20 places for patients in our cluster and the course lasts for 6 x half-days. Feedback from patients attending the pilot courses run in Kelsall and Tarporley earlier this were very positive so it is great that this initiative has now been rolled out across West Cheshire.

### Peer Coaching for Long-term Conditions

This is a one-to-one coaching and mentoring scheme for patients who are managing their long term condition well. Patients gain a coaching qualification and then work with the practice team to support patients who need support in managing their condition. The numbers of patients being trained as coaches is small at this stage.

## 7. Practice News

### Practice Reception Team of the Year Award

The West Cheshire Clinical Commissioning Group held a Gala Award Dinner event on the 19<sup>th</sup> September. This was a first year for what turned out to be an enjoyable evening, especially as the Practice came away with an award! The Practice Receptionists were awarded 'Reception Team of the Year'. Various PPG members had individually congratulated the Reception staff, but the meeting considered it appropriate for a specific letter to be sent: Geoff agreed to do this.

### PMS Review Update

Alistair Adey clarified that the existing PMS contract will terminate on the 31<sup>st</sup> March 2016. There is a further meeting scheduled for 19<sup>th</sup> October to clarify the anticipated 4 year run-down to the standard GMS system. At present key performance indicators to be measured against are unspecified. This all has financial implications for the Practice.

### Cluster Work Update

A project is underway to develop services to be shared with the Cluster around Tarporley War Memorial Hospital. GPs from the cluster practices (Tarporley x2, Kelsall and Bunbury) are working together to support the nursing team at TWMH by carrying out a daily ward round. The GPs started the ward round at the end of September so it is very new; the first review meeting is planned for early November. TWMH is a unique resource for local GPs and their patients often shortening or preventing admission to hospital.

## 8. Any Other Business

### National campaign

NHS 111 is being re-launched nationally as the number to call for non-emergency medical advice. In some areas NHS 111 are taking over the Out of Hours GP responsibilities but that is not the case in West Cheshire.

Our current Out of Hour service remains in the place, so if you need to contact a GP out of hours please phone the practice as usual and your call will be diverted to the Out of Hours service.

#### **Extended hours**

The Extended Hours service at Tarporley Hospital has been expanded and now runs as follows:

- Wednesday, Thursday and Friday evenings 6.30-8pm
- Saturday and Sunday 9am – 2pm.

This service is for routine GP and Practice Nurse appointments for patients who find it hard to attend surgery during the working week. To book an appointment at the Extended Hours service please phone 01244 385422

#### **Bright Life**

Is a council based initiative involving Malpas, Chester City, Winsford and Northwich, aiming to reduce social isolation. Although Tarporley is not directly involved patients may be able to gain benefit by accessing services in Chester or Winsford. More information should follow at future meetings.

### **9. Date of Next Meeting**

It was agreed that we should set Wednesday 25<sup>th</sup> November for a 5pm start. *(Marian unable to attend)*

The meeting closed at 6.40pm