

Patient Participation Group of Dr's Griffin, Adey & Dancy

Minutes of Group Meeting on Wednesday 25th November 2015

Held at Tarporley Health Centre

1 Introductions and apologies

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

Apologies: Angie Martyn, Pat & Derek Wheeler,

2 Minutes of the last meeting 20th May 2015 & Matters Arising

The minutes were agreed as an accurate record.

3 Matters Arising

3.1 Update on EMIS at Branch surgeries

Branches now have access to documents required. But it's running a bit slow network-wise!

3.2 EMIS Sign-up Progress to Get Patients Back Online

ISO have now signed up there are 30 more in-train

3.3 CCG Award for Reception Team of the Year

GJ has sent a congratulatory letter from the PPG.

4 PPG Development

4.1 Meeting with Dr Campbell's PPG

Main focus was regarding report by Jim Hill which had been carried over from last meeting. There was a general consensus on the development and progression of a separate PPG website. Some concerns were discussed regarding possible confusion or duplication alongside the main Practice site(s). There is however good potential for a library of contact sites.

4.2 Name of Group

The meeting considered the lengthy name we use. Albeit that it is accurate, Patient Participation Group is rather lengthy. The meeting considered whether contraction to 'Patient Group' would be more meaningful to patients generally. It was concluded that we should consider 'selling' such a change to adjacent groups. This needs to be raised by the Chair/Vice Chair at the next CCG Chairs meeting to see if they have any objections to the name of the group being shortened.

5 Patient Suggestions/Friends & Family Test Results

5.1 Friends & Family Test Results

An updated report to October is available. Unfortunately the number of responses dropped considerably during October & we didn't reach the minimum threshold of 15 responses. This causes report of a 'No Return' which is a shame.

5.2 NHS Choices

Comment was made referring to the NHS Choices webpage <http://www.nhs.uk/pages/home.aspx> regarding long-term patient positive experiences. Group members were encouraged to 'have a browse'.

6 Proposed Parking Restrictions on Park Road

Notices now displayed in street. Double Yellow lines coming - changes taking place Sunday 29th Nov.

7 Self-Care Agenda

7.1 iVan

The iVan was at Tarporley Community Centre 10am – 3.30pm on Thursday 19th November: this was in Self Care Week. More than 70 patient/visitors attended. The CCG will continue promoting the iVan as part of their Self Care campaign. Geoff was asked to write a 'thank you letter' to the CCG.

7.2 Self-Management UK Courses

A previous trial has proved successful and its planned that one course per cluster is to be set up for the January 2016 schedule.

Three took place earlier this year in the CCG. There will be one allocation for our cluster; possibly to be shared with Dr Campbell's & Partners & Bunbury as our practice along with Kelsall filled three courses in January 2015.

7.3 Peer Coaching for Long-term Conditions

This is a one-to-one coaching and mentoring scheme for identified patients who are managing their long term condition well and could help others. Patients gain a coaching qualification and then work with the Practice team to help patients who need support in managing their condition. The numbers of patients being trained as coaches is small at this stage. There are understood to be no spaces available at present.

7.4 Physio First

This new initiative started in November. It is a Cluster based scheme: very much an assessment process. Appointments will be available in Bunbury & Tarporley Health Centre. It involves cross-organisational appointments allowing patients to book an appointment through their practice but be seen at either location. Relevant assessments by the physio would then lead to referral if required.

7.5 Year of Care

This is for diabetic patients and has already been in existence at our practice for over a year.

7.6 Pharmacy First

This initiative is targeted to guide patients to initially promote themselves in the pharmacy's direction rather than to Practice.

8 Practice News

8.1 PMS Review Update

Alistair Adey clarified that meetings have now started - several more to go - in order to clarify what will happen in the 4 year reduction period. The Doctors are a bit more comfortable with what they're now hearing. A probable update could be available in February.

8.2 Cluster Work Update

A project is underway to develop services to be shared with the Cluster; centred on Tarporley War Memorial Hospital (TWMH). 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 December. TWMH is a unique resource for local GPs and their patients; often shortening or preventing admission to hospital.

8.3 Premises Redevelopment

Meetings are now taking place with NHS bodies on possible premises redevelopment. Two constructions are likely to be the outcome; to cover the two Tarporley Practices and Kelsall. There is a likely review point to come around the end of March.

9 Any Other Business

9.1 Extended hours

There is increasing and greater pressure for routine appointments to be available on Saturday for both GP's and nurses. The Extended Hours Trial described at September meeting is clarified in that it runs on a trial basis until the end of March 2016.

This Extended Hours service takes place at Tarporley Hospital. It's been expanded to run as follows:

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

This service is for patients who find it hard to attend surgery during the working week and is specifically to see a GP or Practice Nurse. Appointments must be booked for this Extended Hours service by telephoning 01244 385422

9.2 PPG's and the Countess Hospital Council of Governors

Sue attended a recent meeting at which the Chairman of Governors (Mr Geoffrey Lloyd) sought to visit PPG's in order to extend and develop their understanding of what matters to people using the hospital's services. We need to consider this, discuss at next meeting, and perhaps extend an invitation. Sue passed out a brief synopsis which Geoff will scan and circulate when these minutes are finalized.

9.3 CCG Update Meeting with PPG's

Similarly in October Jim attended a meeting of PPG Chairmen (deputising for Sue). Such meetings recur every 2 or 3months. Part of the process is encouragement of progress reports from groups, so that by exchanging all can learn from the experience of others. Jim passed out a brief synopsis of the reports to the meeting which Geoff will scan and circulate when these minutes are finalized.

10 Date of Next Meeting

It was agreed that we should set Wednesday Feb 24 for a 5pm start.

The meeting closed at 6.44pm