

Patient Participation Group of Dr's Adey & Dancy

Minutes of Group Meeting on Wednesday 16th November 2016

Held at Tarporley Health Centre

1 Welcome, Introductions & Apologies

1.1 Attendees - PPG

Sue Masterman, Jim Hill, Geoff Johnson, David Morgan, David Carter, Maire Gibson, Nicky Greaves, , Maxine Shaw, & Sarah Evans (Patients)

1.2 Attendees - Practice

Dr Alistair Adey, Manager Sam Jeffery

1.3 Apologies

Nigel Briers, Marian Jones, Denise Ziman, Paul Bullen, Katherine Helm,

2 Minutes of the last meeting of 18th May

Accepted by all present.

3 Matters Arising

3.1 Can PPG be more proactive regarding access to TV screen; general feeling that better benefits are available.

It seems it is possible to insert a short PPG section. Best to format into PowerPoint pages. Suggested that we contact Carol when we have something for consideration. Jim will look at some options for Group discussion.

3.2 GJ submitted EMIS examples where items were shown as 'Refused' but nonetheless got prescribed. Seemingly not a common issue. Monitor and re-raise if needed.

3.3 Appointment login indicates how many are waiting, but the figure is impossibly high and there are far less people waiting than is evidently the case. It rather looks as if it's a count of ALL waiting patients; perhaps for the day?!

Practice suspects that there was probably a bad/incorrect system restart after power failure – it was subsequently fully rebooted. Please re-raise should it recur.

3.4 Feedback from Tarporley Carnival (*this didn't get covered at last meeting*)

Jim represented us but said the event was 'not overly active'. It was also a miserable weather day, and considered by others present not to be the best venue.

4 Review of the July 2016 National Patient Survey results (SJ)

Ongoing review needed. The results are not dated and we seem to need to remember to keep copies per year. GJ is to write to NHS regarding lack of dating and inability to back-track.

5 Review of CQC Inspection visit to the Practice – SJ (5.20)

5.1 CQC inspection took place on Tuesday 8th November: review and discussion

Reports to follow: initially in draft. Majority of issues were in respect of infrastructure at the Ashton and Kelsall sites.

6 PPG Development

6.1 Release of 'PPG's - Building Better Participation' guide. Are we missing anything?

GJ to resend.

6.2 Progress update with the PPG website (JH)

Jim advised that a steering group meeting was held at the end of October. They generally agreed to continue and develop along current lines. It had been suggested that we should approach Tarporley News with a view to extending knowledge of the site. Sue has a contact and agreed to initiate this. It was suggested that there is a need to clarify accessibility navigation from the weblink on the Practice site, which Jim will initiate.

6.3 Request to update PPG section of practice website & possibly moving links to PPG site

As the Practice website must hold copies of PPG minutes and surveys there was thought to be little additional stuff that could be moved. But we need to be sure and can do this after we have got the PPG website fully established.

6.4 PPG flyer and effectiveness of support at Saturday flu clinic

Geoff had discussed PPG and our 'flyer' with a number of Saturday flu clinic patients but really there was not a great deal of interest. Overall the flu clinic method is proving very helpful to the practice and they have now started doing evening sessions as well. Remaining flyers were left in Reception.

7 Patient Suggestions/Friends and Family

7.1 Consider any recent updates to FFT Data Collection file

The continuing and most regular issue relates to car parking. GJ offered to try and analyse trends in an extension to the spreadsheet. Sam reported that there were good FFT input levels from the flu jab clinics.

8 Practice News

8.1 News or progress on eConsult pilot trial?

Questionable communications need investigation. Trial continues to end of March.

8.2 Any Staff updates? (SJ)

No new issues but a PPG member raised specific compliments with respect to new Registrar Dr Jankee.

8.3 Premises Redevelopment Update

Practice has heard nothing officially.

9 Any Other Business

- 9.1 Maire reported on the recent meeting for members of PPG's to consider the "Service Review Policy Document" launched recently. In a number of cases there is a variation in services provided by different CCG's, and how clinical policies are applied. Our CCG wanted to look at providing similar treatments and procedures, as well as having the same criteria by which these are completed. Members of the CCG discussed criteria and changes which were supposedly evidence based, but were obviously influenced by cost restraints too. Lively discussion and some challenges made by the small group of PPG members present; but a worthwhile meeting.

10 Next Meeting Date

Proposed for Wednesday 15th February at 5 pm

The Meeting closed at 6:30pm