

Patient Participation Group of Dr's Adey & Dancy

Minutes of Group Meeting on Wednesday 15th February 2017

Held at Tarporley Health Centre

1 Welcome, Introductions & Apologies

1.1 Attendees - PPG

Sue Masterman, Jim Hill, Geoff Johnson, Angela Martin, Maire Gibson, Marian Jones, Matthew Fisher, Nigel Briers, Pat Spooner, & Sarah Evans

1.2 Attendees - Practice

Dr Alistair Adey, Manager Sam Jeffery

1.3 Apologies

David Morgan, Paul Bullen, Nicky Greaves & Maxine Shaw.

2 Minutes of the last meeting of 18th May

Accepted by all present.

3 Matters Arising

3.1 TV screen

Jim had prepared draft slide detail for consideration to post on the TV screen. Various options were discussed and Jim plans to discuss trialling them with Carol.

3.2 PPG binder in Reception

A number of members have perused and approve of the PPG file binder that Marian has compiled and placed in the Reception area. The PPG complimented Marian on this professional looking initiative. All please to take opportunities to monitor its content and raise additions/amendments as necessary

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

4.1 GJ correspondence and response

Criticisms regarding lack of document dating, our inability to easily compare to previous reports and the lack of intuitive navigation around the website seem to have been heard, but demonstration of any action taken seem unlikely to become apparent until the next reporting cycle. The next National Patient Survey results should be published in July 2017.

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

5.1 Negative issues surrounding deficiencies at the remote Surgeries had been approached, promptly fixed and responded to within the timescales agreed with the auditing team: anticipating that the final report would recognise this effort. This proved not to be the case and the draft report became final without further reference.

5.2 The PPG unanimously recorded patients' appreciation for a very good report, feeling that the very general 'Good' aspects did not fully recognise the Practice's high standards

6 PPG Development

6.1 Progress update with the PPG website (JH)

Sue meeting with joint PPG's early March.

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

Online sign-ups should be over 10 % by March: unlikely to meet. Can PPG help?

7% currently. Need auto-response to email scrip requests. Promote EMIS Patient App? Put on TV Screen

PPG Chairs Meeting – Consider highlighted points in the recent meeting notes (attached).

Can we put on website with perhaps a link rather than the notes themselves.

7 Patient Suggestions/Friends and Family

7.1 Consider any recent updates to FFT Data Collection file

None in January.

8 Practice News

8.1 News or progress on eConsult pilot trial?

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

Here to stay. 20 hits per month at present.

8.2 Staff Updates (SJ)

Receptionist Maureen has retired - Marylyn started February

8.3 Premises Redevelopment Update

Target for completion of finance completion by March 2019. Still waiting. Might get full funding rather than a lesser percentage would need business case

9 Any Other Business

9.1 Stall at Tarporley Carnival. On 8th July

There was a poor turnout last year due to weather. But there's a keenness to repeat, possibly jointly with Campbell PPG.

9.2 Tarporley Hospital understood to be focussed on funding: can the PPG help? (GJ).

Initial discussion centred on the need to find out what others might have on the topic. Jim to initially enquire of Campbell Practice PPG

10 Next Meeting Date

Proposed for Wednesday May 17th at 5 pm

The Meeting closed at 6:30pm