

Patient Participation Group of Dr's Adey & Dancy

Minutes of Group Meeting on Wednesday 17th May 2017

Held at Tarporley Health Centre

1 Welcome, Introductions & Apologies

1.1 Attendees – PPG

Sue Masterman, Jim Hill, Geoff Johnson, Andrew Needham, Angela Martin, David Morgan, Matthew Fisher, Maxine Shaw, Nigel Briers & Pat Spooner

1.2 Attendees - Practice

Dr Alistair Adey, Manager Sam Jeffery

1.3 Apologies

Marian Jones, Nicky Greaves, Paul Bullen, Sarah Evans, Maire Gibson

2 Minutes of the last meeting of 18th May

Accepted by all present.

3 Matters Arising

3.1 TV Screen trial re PPG slides

Jim can now email a PowerPoint file to Sam for inclusion on-screen. Will need to clarify if it's best over 3 separate slides or just 1.

3.2 Tarporley Carnival - 8th July

The Campbell practice have booked a stall: we would be welcome to join them.

3.3 Tarporley Hospital funding: can the PPG's help

There is a need to contact Tarporley Hospital direct to establish their financial position. Karen Urnston is believed to be the prime funding driver.

4 Cheshire Wildlife Trust Health & Wellbeing Programme – SJ

Sam reported that there's a government grant available, supporting mental health patients. It's on a self-referral basis. Can send transport to collect interested parties, patients and helpers. Group to spread the word please. Leaflets are in the waiting area.

5 Review of Complaints 2016 - 2017

5.1 Overview of the NHS England annual return

9 written complaints 5 email 3 by letter, 1 via Friends & Family. 2 have been upheld by the practice, and 1 partially so.

All were dealt with within timescales. Apart from one patient complaint, all others were deemed to be satisfied by the Practice's response. The one dissatisfied complainant attempted to take the matter further, but this request was dismissed by NHS England, who supported the Practice's response. Although the number of complaints received has increased this year, the number of upheld complaints has remained static over the past few years.

6 PPG Development

6.1 Progress update with the PPG website (JH)

Continues to sit waiting for patient observations and increasing usage, and any comments. WI progress? A stall was manned at Parish Council annual assembly. The PPG demonstrated on-line access to EMIS and websites. The joint practices held a meeting with the Tarporley News editorial team who promised that they would give encouragement for people to use online access in future and promote the website.

6.2 Matters arising from the latest PPG Chairs meeting.

12th July next meet at Cheshire View in Christleton. Sue provided minutes of the last meeting which most members appear to have read. Next meeting is on 12th July at Cheshire View in Christleton. Sue will advise and summarise

6.3 Patient Suggestions/Friends and Family

6.3.1 It was suggested that it would be good for the PPG to assemble some response to the comments received over the last few months (latest list to April attached) - particularly as the same themes are cropping up regularly.

(An analysis has been created by James Hill since this meeting, and is attached to the foot of these minutes as an appendix -GJ)

6.3.2 *In particular there is a need write to the Infants School regarding illegitimate use of Practice car park by parents and/or school staff. The PPG were asked to repeat Practice efforts in this matter.*

7 Improving Patient On-Line Usage

7.1 To consider and discuss joint Campbell/Adey PPG report of 27th March.

Good discussions had given ideas as to how the Practices could increase the uptake of On-Line Services by patients and how the PPGs could potentially assist. Key points and suggestions arising were:

7.1.1 Patients attending an appointment, Doctor or Nurse, should be given some form of leaflet describing the On-Line Services and the benefits arising. Sam agreed to enhance existing A5 leaflet to particularly highlight the Practices intention to close email repeat-scripts.

7.1.2 Information leaflets from NAPP on On-Line Services are understood to be available and, if obtained by the Practice could be used in education sessions.

7.1.3 Additional informal education sessions to be explored examples being: U3A Tarporley computer classes (they have talked to Chester), locations such as Little Budworth Village Hall Post Office days. David Morgan advised that Age UK Cheshire offer computer education classes covering this topic and could possibly help in this area. Their presence may not be strong in the Tarporley area: alternative possibility is to talk to Age UK in Northwich

7.1.4 Use of Tarporley News for publicity and information on sessions. Sue is pulling notes together from recent discussions with Tarporley News

7.1.5 Creation of a dummy patient set up on Patient Access for demonstration purposes.

8 Practice News

8.1 Staff Updates (SJ)

A new receptionist joins the team - Marilyn

Practice Nurse Nicola Gibson is now away on maternity leave

A Student will be with the Practice over the summer (for work experience). With a focus on advising the Practice on its interaction and presence on social media.

8.2 Premises Redevelopment Update

CCG have no immediate news on this topic. Further letter submitted to CCG in last week.

9 Any Other Business

- 9.1 A new referral system was introduced in January-February. Its objective is to replace the Choose & Book scheme. 36 practices are involved, but there are limited staff managing it. There've been numerous complaints to the CCG patient experience team. This Practice has returned to using Choose & Book!
- 9.2 The structure of the health care system in Cheshire is changing within the next 12 to 24 months to Accountable Care Organisations, (*surprise acronym – ACO!*) away from the current CCG. One aim of this is to cut costs by a further 20 per cent! This came as something of a surprise to the PPG. Dr. Adey pointed to a newspaper article on the subject by Hugh Pym. Sue will try to clarify whether this is the same as what she had heard of and known as "The West Cheshire Way". Considerable background on this has been provided by the PPG Chairs meetings. (*Dr Adey & Sue have provided greater detail on what is now becoming "The West Cheshire Way" – circulated to members subsequent to meeting - GJ*)

10 Next Meeting Date

10.1 Proposed for Wednesday August, 30th at 5 pm

The meeting closed at 6:55pm.

11 Appendix to May Minutes

PPG Analysis of Friends and Family Returns May 2016-April 2017

The Friends & Family comments have been analysed for the last year and categorised into 3 main headings. (Please note that all comments are anonymous, and only those comments where the patient gave permission to share them have been analysed.)

Medical Service Comments – These consist of issues directly associated with seeing a GP. They can probably only be addressed by the Medical Staff.

Administrative Service Comments – These consist of issues associated with trying to get an appointment to see a medical practitioner. They are mainly in the control of the Practice Manager. (Waiting time to get an appointment is also a function of the number of GPs)

Health Centre Environment Comments – These consist of issues associated with the 'experience' of visiting the Health Centre. The vast bulk are about Parking. (15)

It is most satisfying that the vast bulk of comments (28) are about how good the Service is. (These comments refer to both the medical service and the administration service.)

In terms of recommending the Practice the results are enormously encouraging.

Extremely Likely 114; Likely 22; Neither Likely or Unlikely 5; Unlikely 0; Extremely Unlikely 0:

The PPG have discussed this analysis with the Practice and have agreed the following actions to try to progress the issues raised.

- 1) The PPG will write to the Primary School to raise awareness of the parking problem and requesting that parents have consideration for the needs of patients by not using the Health Centre whist dropping off or picking up children.

- 2) The Practice has explored the use of the telephone exchange for additional parking but BT have consistently refused use of this space.
- 3) The PPG and the Practice will continue to promote the on-line prescription ordering and appointments system as this system ensures accurate and faster fulfilment of prescriptions. It also allows patients to make appointments when the surgery is closed.
- 4) The Practice will review its procedures with regards to telephone answering
- 5) There were a couple of concerns raised about the Reception staff enquiring about the nature of the appointment being requested. The Practice were very clear that this was done to ensure that the patient was given the most appropriate consultation. However, it was made abundantly clear that if a patient did not wish to share this information this would always be respected and the appointment would be given.
- 6) Regarding suitability of notices in the waiting room; the Practice would look at their positioning and, along with the PPG, would improve use of the TV screen.

In summary, the vast majority of Patients consider that the Practice is providing an excellent service with only minor issues being raised with, of course, the exception of the perennial problems of parking which plague Tarporley as a whole.

Members of the PPG who have attended meetings of PPGs organised by the Cheshire Clinical Commissioning Group confirmed that, in comparison to other Practices, ours provides a demonstrably top level of service. Nevertheless, improvements can always be made and the Practice and the PPG have jointly committed to ensure the service we currently enjoy will remain the best possible.

Medical Service Comments	Number of Comments	Administrative Service Comments	Number of Comments	Health Centre Environment Comments	Number of Comments
Exceptional / No issues	28	Time to answer Telephone calls	2	Parking	15
Waiting time in Surgery	4	Have Phone-in Prescriptions	2	Toys for Children	4
More time with GP/ Discuss more than 1 problem	3	Have Online Prescription Booking	1	Posters (too difficult to read)	1
Have weekend GP appointments	2	Have more support staff	1	Have a Clinic in Tarvin	1
Asking about nature of the appointment	2	Waiting time to get an appointment	1		