

Patient Participation Group of Dr's Adey & Dancy

Minutes of Group Meeting on Wednesday 30th August 2017

Held at Tarporley Health Centre

1 Welcome, Introductions & Apologies

1.1 Attendees – PPG

Sue Masterman, Jim Hill, David Morgan, Maire Gibson, Marian Jones & Nigel Briers,

1.2 Attendees - Practice

Dr Alistair Adey, Manager Sam Jeffery

1.3 Apologies

Geoff Johnson, Maxine Shaw, Paul Bullen, Matt Fisher

2 Minutes of the last meeting of 18th May

Accepted by all present.

3 Matters Arising

3.1 Tarporley Carnival - 8th July

Tarporley Carnival – needs more thought next time as nobody came to see us. We need to have something to present.

3.2 Tarporley Hospital funding: can the PPG's help?

No action at this time

3.3 New referral system

The practice has gone back to the Choose and Book system, and is not planning to switch, as recorded in the last minutes.

4 Latest GP Patient Survey results

The PPG praised the practice on an excellent set of results; a comment was made around there being 'less satisfaction' with the nursing staff compared to GPs (but still very high). Sam reflected that we had the student Practice Nurse in post from September 2016 to June 2017 and also Sister Smith is undergoing in-depth training around chronic disease management, so the practice would expect these indicators to rise as the nursing team gains in experience.

5 Care Hub

The Care Hub is up and running and available through the Homepage of the practice website. It is designed to be a community resource but it is only as good as the information that is put into it. Changes have been made following Geoff's critical remarks. Suggestions included better visibility – using Tarporley Talk as a source of information, leaflets in the waiting room, a link on the front page of the practice website, ACR-rural Cheshire support, CVRS, Community transport etc. Members were asked to try using it and report back.

6 PPG Development

6.1 Progress update with the PPG website (JH)

Jim Hill reported reducing number of visits to the PPG website; with only 156 hits so far in 2017, compared to 500+ in 2016. It was going to be a focal point for new premises development which

hasn't moved on at all – see 9.2 below. The plan is to continue maintaining the website at the moment as the infrastructure is in place as and when the PPGs need it.

6.2 Matters arising from the latest PPG Chairs meeting.

Sue had circulated the minutes and documentation from the meeting with the Agenda for this one. This proved to be rather too much information in one go. It was suggested and agreed that this would be circulated earlier and separately; preferably as it comes in.

6.3 CCG 'Our Savings Plan' brochure

Attention was drawn to the glossy CCG Our Savings Plan brochure which outlines the cuts to be made in funding and services.

6.4 TV screen trial

Sam to check that the PPG slides are now on the TV screen. Jim suggested a take away slip of paper with the website address on it that patients can pick up from the waiting room. Maire & Jim offered to come in to meet with Carol & Tracey to review the contents of the TV screen in general and make some changes to improve the experience for patients. Sam to arrange a meeting.

7 Patient Suggestions/Friends and Family

7.1 Analysis Publication

A leaflet in the surgery has been produced summarising the analysis undertaken by the PPG of the last 12 months returns from Friends & Family comments. It was suggested that there be a 6 monthly summary (May to October, then regularly). Jim agreed to undertake this analysis. It was agreed that the next analysis would include a reminder that patients always had an opportunity to raise concerns directly with the Practice if they so desired.

7.2 Car Parking Issues

Since the most frequent negative comment by far involves car parking, members are considering carrying out spot checks, especially on those who park while dropping off and picking up children. This would be in conjunction with Dr. Campbell's practice.

8 Improving Patient Online Usage

8.1 Take-up Rate

Take-up continues to be slow. Sam explained that the switch from the old Vision system, which had more registrations, has set things back. Suggestions included putting a simpler message on the TV screen, talking to next door about having a tutorial – which they have done successfully – addressing problems about the complexity of signing up. Trying to encourage during flu clinics was considered impractical because of the speed with which people are moving through the waiting room.

8.2 Meeting re Public Tutorial Sessions

(Following the meeting, both PPGs have agreed that a meeting with both Practice Managers to plan a public tutorial was the best next step to improve uptake. This is being pursued currently.)

8.3 Cut-off for Emailed Repeat Prescriptions

The problem of e-mail prescription renewals was discussed and the meeting agreed to target 31/12/2017 as the cut-off date. Patients who use this old system are already being warned and encouraged to register for the new system.

9 Practice News

9.1 Staff Updates (SJ)

- Dr. Bate returns from maternity leave in October. Dr Hogg has been covering Dr Bate's Maternity Leave, and finished at the practice in September.
- Dr. Hartry leaves to start Maternity Leave at the end of October. Dr Jankee will be returning to the practice at this time to cover Dr. Harty's absence.
- Registrar Dr. Helen Monk leaves mid-October also to go on Maternity Leave.
- A new registrar is due to take up duties in February so there will be a gap of 3.5 months without a Registrar which will have an impact on appointment availability. Patients will also notice a greater increase in the number of ad-hoc locums in use over the coming months.

9.2 Premises Redevelopment Update

There has been no further development on this topic and the Practice is meeting with a wall of silence. Expectations are low, and planning for the current practice is stalled. The PPG proposed that they, in conjunction with the practice next door, should write to those in charge of this process and request/demand information. Nigel Briers agreed to draft a proposal.

10 Any Other Business

10.1 Accountable Care Organisations

Dr Adey advised that 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 again pointed out that wholesale change is being produced via the back door, with all the makings of a disaster. He asked himself why the public is not more aware.

10.2 Pharmacy Direct

Members reported that they have had mixed results with trying this approach.

11 Next Meeting Date

Proposed for Wednesday 22nd November at 5 pm

The Meeting closed at 7:00pm