

# Patient Participation Group of Dr's Adey & Dancy

## Minutes of Group Meeting on Wednesday 22<sup>nd</sup> November 2017

Held at Tarporley Health Centre

### 1 Welcome, Introductions & Apologies

#### 1.1 Attendees – PPG

Sue Masterman, Geoff Johnson, Andrew Needham, David Morgan, Matthew Fisher, Maxine Shaw, Nigel Briers & Sarah Evans

#### 1.2 Attendees - Practice

Dr Julia Dancy, Manager Sam Jeffery

#### 1.3 Apologies

Jim Hill, Marian Jones,

### 2 Minutes from the last meeting of 30<sup>th</sup> August

Accepted by all present.

### 3 Matters Arising

#### 3.1 Care Hub

There were no member reports. This is Chester focused, but slow development. Malpas is most active. Need member input; all to look at it please, and suggest local groups and activities that could be added. <http://www.carehub.info/?practice=N81031>

#### 3.2 Patient Online Usage

Usage had been at 7%, but has risen to 10% since Flu clinics.

Sam reported that the Patient Access system has been upgraded, there were a few hiccoughs but these have largely been resolved. The changes were necessary to prepare for proxy registration which should be available by summer 2018. *(Further information about 'proxy' from Sam at next meeting – GJ)*

#### 3.3 Pharmacy First

Level 2 services only available now, following the CCG policy change not to prescribe medications that are available over the counter. The practice would be interested to hear feedback from PPG members who have used Pharmacy First. The difficulty for the practice is that the service is only available when Pharmacists with the correct training are on duty, so this makes signposting patients difficult if they get turned away from the Pharmacy & sent back to the practice.

### 4 PPG Development

#### 4.1 Premises Redevelopment Update – reaction to PPG joint letter.

Jim has proposed (in absentia) that we should involve the media with our letter and responses so far which, in his opinion, are just place-holding, rather than suggesting genuine progress. However, the CCG have made unexpected verbal contact today with Sam, indicating that there may be some movement in terms of funding arrangements on offer to us early in 2018. It is clear that the 100% NHS funded new build, that was on offer when we started this process in 2015, is no longer an option. Exactly what could be on offer is still unclear, and Dr Dancy made the point that a change from the original 100% funded new build, would have implications for the six Partners of the two practices that will need careful consideration, as & when we know what is being offered. Dr Dancy felt very strongly that going to the media is not the right thing to do at the moment, in view of the

uncertainty around the level of funding available, and the major structural reorganisation occurring in the local healthcare economy currently. All of which makes it very difficult for the partners to calculate the financial or practical viability of the project.

## **5 Patient Suggestions/Friends and Family**

- 5.1 The meeting considered October updates to FFT Data Collection file. There were a couple of negative comments this time regarding the reception team. This is unusual and the practice agreed to take action should the negative comments persists in future FFT returns.
- 5.2 PPG comments are required and any suggested additions to Jim's FFT analysis (file attachment sent to all 8/11).

## **6 Integrated Care Partnership (JD – SJ)**

### **6.1 Update (formerly known as Accountable Care Organisation)**

The Integrated Care Partnership (ICP) is currently putting together its vision ahead of moving to the next stage in the New Year. The organisations involved in the ICP are as follows; Countess of Chester Hospital, Cheshire & Wirral Partnership, Cheshire West & Chester Council, West Cheshire CCG and Primary Care Cheshire (representing the GP Practices). As the development of the ICP moves forward, the CCG as the Commissioners, will oversee the work-streams which will involve the other organisations as the Providers. The aim of the ICP is to deliver care without boundaries across the health and social care economy in West Cheshire. It is expected to start in shadow form from 1st April 2018.

## **7 Development of the Rural Alliance (JD – SJ)**

Six local Practices (Tarporley Adey, Tarporley Campbell, Kelsall Medical Centre, Bunbury Medical Practice, The Village Surgeries Group (Tattenhall & Farndon), and Laurel Bank Surgery, (Malpas) have formed the Rural Alliance. It is important to say that there are no plans to merge practices; this is an informal 'coming-together', to ensure that the practices in the Rural Locality have a united voice going forward; as the needs of our population are very different to those in Chester and Ellesmere Port.

The Partners and Practice Managers from the six practices have met several times, and earlier this month agreed some actions to take forward, to explore the opportunities that closer working could bring. Some of this work is looking at back-office functions, but we will also be considering clinical areas, where a cluster approach to delivering services could benefit both patients and practices. One of the agreed actions from the last meeting is to bring the six PPG Chairs together for a meeting in January 2018. A GP from the Village Surgeries Group will lead this.

## **8 NHS QI Programme – releasing time to care (JD)**

All of the Rural Alliance practices have signed up to the NHS Improving Quality Releasing Time for Care programme, and we are now half way through the programme which finishes in March 2018. As well as giving the Rural Alliance practices the opportunity to further develop working relationships, each practice is focusing on one of the 10 High-Impact Areas. We are looking at 'Productive Workflows', with the aim of reducing the time that the GPs spend reviewing clinical correspondence; by training-up admin staff to do some of the work, supported by clear protocols. This is a big change for the practice, and we hope to implement the changes early in the New Year.

## 9 Practice News

### 9.1 Staff Updates (SJ)

Dr Hartry and Dr Monk (GP Registrar) are now on Maternity Leave. Dr Jankee is covering Dr Hartry while she is off, but we do not get cover for the Registrar; so, will have less appointment capacity over the coming months. The Partners are both providing additional appointments each week, but overall, we will have less than usual. It is possible that we may have a Registrar in place from early February but this hasn't been confirmed.

### 9.2 Promotion of the Extended Hours Service (SJ)

Sam put out a plea to the PPG to help promote the Extended Hours service specifically appointments available in Tarporley and Malpas. The rural sessions are not as well utilised as those in Chester & Ellesmere Port so the Rural Alliance are keen to promote the Extended Hours service and encourage patients to use it. The extended hours service is available 6.30 - 9.30pm every weekday evening; 9am - 6pm Saturday & Sunday and 9am - 2pm on Bank Holidays: at six locations across the CCG.

Appointments available include GP, Practice Nurse, Physio First & Phlebotomy. There is a GP at Tarporley on Wednesday, Thursday & Friday evenings, Saturday & Sunday. These appointments can be booked directly on 0300 1237743 or through the practice reception team.

PPG members said that they would be happy to promote the service in their local villages so Sam agreed to source some posters and leaflets from the CCG to facilitate this.

## 10 Any Other Business

Parking restrictions are increasing. Andrew observed that there is possibly parking space along Utkinton Road.

Volunteer drivers required by Opal Club and Cheshire Voluntary Car service.

## 11 Next Meeting Date

**Proposed for Wednesday 28<sup>th</sup> February 2018 at 5 pm**

The Meeting closed at 6:30pm