

Patient Participation Group of Dr's Adey & Dancy

Minutes of Group Meeting on Wednesday 28th February 2018

Held at Tarporley Health Centre

1 Welcome, Introductions & Apologies

1.1 Attendees – PPG

Sue Masterman, Jim Hill, Geoff Johnson, Andrew Needham, David Morgan, Marian Jones,

1.2 Attendees - Practice

Dr Julia Dancy, Manager Sam Jeffery

1.3 Apologies

Maxine Shaw, Sarah Evans

2 Minutes of the last meeting of 22nd November

Accepted by all present.

3 Matters Arising

- 3.1 Care Hub – member input. There is still a need to open-out in our rural locations. This needs input from both patient & PPG.
- 3.2 Patient Online Usage – Sam reported that users now account for 12% of our patients. Proxy patient registration is due to be enabled by end of this year. Nurse appointments still need manual booking.
- 3.3 Pharmacy First – The practice continues to be interested in hearing feedback from PPG members or the patients 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 and sent back to the Practice. No negatives have arisen, but Sue plans to check a point or two with the pharmacy itself. This is simply because we have some contradictory information. It also seems complicated due to the NHS moving the goalposts!
- 3.4 Integrated Care Partnership (ICP) – SJ - *(See November minutes)* Work is ongoing – nothing to report at this stage.
- 3.5 Rural Alliance Development – SM/SJ – A meeting involving both the Practice and PPG representatives is in process of being scheduled March or early April *(now set for 5th April – GJ)*
- 3.6 NHS – Releasing Time to Care Programme – *(See November minutes for detail)* SJ & JD reported that this is now moving towards implementation status – it was almost at end of set-up by 20th March, but delays were caused by recent IT issues. This programme will bring about a major change in the Practice's processes.
- 3.7 Promotion of the Extended Hours Service. Uptake has much improved. The Practice gave thanks to PPG efforts.

4 Premises Redevelopment – SM (5.30pm)

- 4.1 Both Practice and PPG await further news on the matter. The recent email/letter exchange between CCG and PPGs generally just re-states what had been originally asked for by the Practice in the mid-2016 Project Initiation Document bid. All are less sure how meaningful this new letter/email is. There are considered to be significant leasing constraints and costs to the practices. There has been no direct CCG to Practice dialogue on the matter.

5 Patient Suggestions/Friends and Family

- 5.1 Recent updates to FFT Data Collection file show good numbers of positive reports. Car parking predominates!

6 Practice News

6.1 Staff Updates (SJ)

There are currently two maternity leavers. Dr Siân Hartry expects to return to work in the Summer. Dr Helen Monk departed in October, with Dr Jessica Norris now taking the Registrar role for 6months. Cheryl has moved from reception into role with the Releasing Time to Care Programme. Joyce has retired (the PPG wishes her well!). The Practice will now share IT resource across 4 of the 6 rural alliance practices.

7 Any Other Business

- 7.1 None

8 Next Meeting Date

Was initially proposed for 16th May, but subsequently changed:
to **Wednesday 23rd May at 5 pm**

The Meeting closed at 6:40pm