

Patient Participation Group of Dr's Adey & Dancy

Minutes of Group Meeting on Thursday 20th September 2018

Held at Tarporley Health Centre

1 Welcome, Introductions & Apologies

1.1 Attendees – PPG

Sue Masterman, Jim Hill, Geoff Johnson, Andrew Needham, Maire Gibson, Marian Jones, & Sarah Evans

1.2 Attendees - Practice

Linda Edge, Sam Jeffery

1.3 Apologies

David Morgan, Nigel Briers,

2 Minutes of the last meeting of 18th May

Accepted by all present.

3 Matters Arising

3.1 Engaging PPG members to a greater extent

Nigel had sent an email to Sue with his suggestions for how we can make improvements to the PPG meetings and wider PPG involvement going forward. Sue read out his email and all of his suggestions were welcomed and accepted by the PPG. These suggestions observed that:

1. Many of the meetings are focussed upon two or three people who are expert in a range of fields and most of us simply listen. I guess this is to some degree inevitable and is in no way a criticism of the active members. As a result of the often-technical nature of the reports there is very little that the 'passive' members can contribute. As a result, they say little or nothing and make no significant contribution.

2. The attendance does seem rather sporadic, and people come and go, with only a small number remaining loyal.

Answers: This is the harder bit:

1. The agenda of each meeting should reflect the opportunity for all attendees to raise issues of concern and praise. I know that this can be done in various ways, but if it is put early in the agenda, and all are encouraged to bring up issues, then some interaction will take place - I hope. This may not be earth shattering, but to sit for over an hour and feel unable to say anything is at least replaced with the opportunity to say something – albeit on a low level.

2. Some simple training for a few hours, to those that wish it, to explain the current system in place. e.g. it took me some meetings to realise what a CCG is. Perhaps the session to include the language of PPG and CCG. The training could be done by the Practice manager with input from Chair/Secretary. The content will need to be worked out. This could be repeated each year and new and old members invited to attend. It could begin with a definition of what we have and hope to achieve. I hope this is at least a starter for discussion.

Sue thanked Nigel in his absence for the above, and also for attending the PPG Chairs meeting.

Feedback from the meeting was to encourage PPG members to work with practices to increase sign-up to Patient Access online services.

4 Rural Alliance Development

4.1 Practice Activity

The Rural Alliance had been busy over the summer, writing two bids for potential one-off funding opportunities. The focus of both bids was for collaborative working; one bid went to the Primary Care Network Development Fund, and the other the GP Resilience fund. Both funds have been made available by NHS England and were allocated across the Cheshire & Mersey Region. Unfortunately, neither of the Rural Alliance bids was successful. We are in the process of understanding why we haven't been successful, and understanding what other options may be open to us.

The bid to the GP Resilience fund was for some clinical software that sits within EMIS. It's called 'One Template'. Five of the six Rural Alliance practices have agreed to go ahead with this and self-fund the software, as it will allow the practices to work in a similar way, and share best-practice in terms of coding and recording clinical information. *More information on 'One Template' can be found here for those that are interested – GJ:* <http://www.primarycarepathways.co.uk/onetemplate>

4.2 PPG Chairs Activity

No further meetings to date. Sue will try and set one up. *(Post meeting, Sue advises that one has been tentatively arranged for November 22nd).*

5 CCG Merger implications

Information about 'Working together across Cheshire' has been shared recently with the PPG Chairs. There is a plan for the four Cheshire CCGs to become one, but this has to be agreed by the membership (GP Practices) of each of the four CCGs (West, East, South and Vale Royal). Any merger if agreed would not take place until 1st April 2020, and there is a process to follow before that happens.

The Integrated Care Partnership (formerly known as an Accountable Care Organisation) continues to develop, and is expected to launch from 1st April 2019. *These two related websites help to explain - GJ:*

<https://www.england.nhs.uk/integratedcare/integrated-care-systems/>

<https://www.england.nhs.uk/2017/06/nhs-moves-to-end-fractured-care-system/>

6 Patient Online Sign-up Progress (5.25)

6.1 Considerations from recent Webinar

Geoff and Jim had 'attended' this. Geoff had raised a number of questions. Answers were promised, but none have been received to date. *(List of responses subsequently received 15/10, and circulated to members – GJ).* There is a lot of information available to PPGs to help them promote online services, and we discussed the PPG highlighting the most useful ones to go onto the waiting room screen.

Jim asked whether it is possible for the practice to send emails out to all patients that we hold an email address for. Sam explained that this is possible, but we need to understand the GDPR implications before we take this further. Sam is aware that two local practices have sent emails out in this way, so she will contact them and find out how to do it. Sam considers that this is certainly something that the practice would be keen to support if it leads to increased Patient Access sign up.

6.2 How can the PPG provide further help with increasing Patient Access uptake?

- Possibilities to include a promotional 'plug' in the opening phone message to callers of the practice number
- Practice staff to apply pressure at sign-up time for new patients.
- Further demonstrative pressure to apply through demonstration at the 2018 flu clinics
- Possibly working jointly with the Campbell PPG
- One persistent problem is that people want to register, but keep forgetting to bring their IDs.
- PPG to write a piece for the next Practice Newsletter

6.3 Emailed Prescription Service

The PPG fully supports the practice in switching off the Repeat prescriptions email address from 31st October 2018. This should provide a mechanism for encouraging more patients to sign up for Patient Access.

7 Brightlife Social Prescribing Project

Good news! The Brightlife Social Prescribing project is coming to Tarporley. The project started 3½ years ago, and currently operates in Winsford, Chester, Northwich and Malpas. Due to having capacity within the project, Brightlife will launch in Tarporley in October. There was a caveat in that the service would only be available to residents of Tarporley village, so not all patients registered with the practice will be able to access the project.

The PPG supported the practice in their decision to go ahead despite the caveat. Brightlife are keen to meet with PPG members, and will be setting up a joint meeting with us and Dr Campbells PPG in October. *(Since the meeting we learn that, apparently, the 'range' is to be widened, to include the 'Tarporley Ward' which covers a larger geographical area. The planned subsequent meeting/presentation has taken place with the joint PPGs on 25th Oct and this indeed confirmed that widening).* Members attending that to feedback at the next PPG meeting please.

8 Premises Redevelopment

8.1 Update for PPG on status.

No further news

9 Patient Suggestions/Friends and Family

9.1 Consider any recent updates to FFT Data Collection file

Most significant concerns raised were:

- Patients being asked to give the reason for their appointment to the receptionists
- waiting time in waiting room.

However, it was noted that the feedback overall is overwhelmingly positive. The PPG members recorded at the meeting their sincere compliments regarding the Practice's high performance. Sam updated the PPG on the plans in place to improve the 'waiting time in practice' which has been an area where the Practice scores consistently below the rest of the National Patient Survey responses. Following a significant piece of work to understand the impact of moving to 15-minute appointments, the practice went live with 15-minute appointments for all of the GPs on Monday 10th September.

The practice is keen to ensure that the impact on overall capacity is minimal, and as part of the work will be looking at how much of the current face-to-face work could be carried out over the telephone. Two telephone consultations can be completed in the same time as one face to face appointment. So, this is one way to ensure that capacity is not compromised. Work will be carried out with the GPs over the coming weeks, and Sam will feed back on progress at the next meeting.

9.2 A review of Jim's annual FFT data

Jim reported that:

The number of Responses received has increased when compared to last year. A total of 238 up from 141 a year ago. (This represents a welcome increase of 69% in a 12-month period.)

The majority of comments (86) express satisfaction with the Practice, with many expressing that they feel very fortunate to have such a quality of health care. There are also many comments that nothing needs to be or should be changed.

The biggest bugbear remains Parking, eliciting 42 adverse comments. A number of respondents note that parking is a village wide problem, and appreciate that the Practice has little room for manoeuvre. In terms of recommending the Practice the results are again enormously encouraging; Extremely Likely 222; Likely 36; Neither Likely or Unlikely 9; Unlikely 8; Extremely Unlikely 3: A number of potential actions have been identified from this analysis and will be displayed in detail in the Waiting Room Notice Board.

10 Practice News

10.1 Staff Updates

10.2 Dr Helen Monk GP Registrar has returned from maternity leave and will be working 4 days a week in the practice until October 2019.

10.3 Tree works and Car Park

Following a bough breaking and coming down in the car park over the summer (thankfully no harm was done), much needed tree works are being carried out over the weekend of 10th & 11th November. A number of trees will be taken down and the rest will be pruned in line with CWAC approval.

The Parish Council contacted the practices in the summer to advise that they had some Section 106 monies (from the local housing developers) to make available for car parking improvements at Tarporley Health Centre. Quotes for the work have been sought and, unfortunately, the quotes are more than double the money available for the project. Overall the net gain in terms of car park spaces would be just 11 extra places, which the Practices do not feel justifies the substantial financial investment.

The Practices need to go back to the Parish Council and see if there are any other options for spending the money on Park Road to increase the parking provision outside of the health centre boundaries. Work undertaken a few years ago suggested that the practice needs in excess of 70 car parking spaces to meet the demand of the building. This is likely to have increased since then as practice list sizes grow.

10.4 Park Run

The Practice has signed-up as being a 'Park Run' practice by way of promoting physical activity to the staff and patients. Park Run is a national organisation, and our nearest Park Run venue is Delamere Forest. A team of keen practice staff are carrying out their first Park Run on 22nd September.

<http://www.parkrun.org.uk/delamere>

11 Any Other Business

11.1 NHS Choices

Sam advised that the practice ratings on NHS Choices had reverted back to zero as no patients had rated the practice in the last two years. NHS Choices ratings are something that CQC look at when collating practice information so if PPG members would like to rate the practice and encourage others to do so that would be helpful. (See all the local Practices here: - GJ <https://www.nhs.uk/service-search/GP/Tarporley/Results/4/-2.669/53.16/4/20922?distance=25>)

11.2 Indication of 'PPG', to email subject lines

Sarah asked if all PPG email correspondence could have the 'PPG' prefix in the subject heading so that they are easily identified in our ever-increasing inboxes.

11.3 CCG's AGM is to take place on Wed 26th September at 1230

Sam reminded members that the CCG AGM is taking place on Wednesday 26th September and members of the PPG and the wider public are invited to attend. Sue reported that Nigel is planning to attend on behalf of the PPG. <https://www.westcheshireccg.nhs.uk/meetings-and-events/annual-general-meeting/>

11.4 Move Practice-specific items higher up the agenda

Further to the topic raised by Nigel under 3.1 above, Andrew also requested that the agenda items specific to the practice are placed higher up the agenda and the agenda items concerning the wider issues move further down. The PPG members present supported this suggestion. Implementation will be planned for the next meeting.

12 Next Meeting Date

Days for our meeting were discussed with the possibility of changing to Tuesdays. It was agreed that our next meeting would be on - Tuesday 18th December.

*(However, since the meeting, various attendance issues have arisen and it's now proposed to meet in the third week of January. It's suggested that the date be **Tuesday 15th January** – GJ)*

The Meeting closed at 6:30pm