

# Patient Participation Group of Dr's Adey & Dancy

Minutes of Group Meeting on Tuesday 15th January 2019  
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, Nigel Briers, & Sarah Evans

### 1.2 Attendees - Practice

Dr Alistair Adey, Manager Sam Jeffery, Linda Edge

### 1.3 Apologies

None

## 2 Minutes of the last meeting of 20<sup>th</sup> September

Accepted by all present and available to view on website.

## 3 Matters Arising

### 3.1 Brightlife Social Prescribing Project

Members had no specific experience of Brightlife- it was confirmed that it was up and running. However, Sarah advised of a new group that she is trying out in the Tarvin area called the "Compass" group. It is hailed as - "a variety of activities lots of chat unlimited tea and toast and a delicious lunch!!" The group meets on each Thursday and only started this month. Sarah had no leaflet (but there's a website link at <https://www.tarvinonline.org/newsroom/compass-club-tarvin.html> which gives an email address: [contact@community-compass.org](mailto:contact@community-compass.org)

### 3.2 Inclusion of 'PPG', in subject line of emails

Group are happy with changes

### 3.3 CCGs AGM

Nigel attended on behalf of the PPG. Highlight of the event to those attending was the presentation of the Practice's award for given for 'Most Helpful Receptionists'. Otherwise the meeting seemed uneventful, with little that was obviously 'new'.

## 4 PPG Members' Development Training (NB)

### 4.1 Targeting to Improve members' NHS understanding of Systems & Jargon

The following suggestions /questions were raised:

- What are all the various committees and working groups that some PPG Members seem to be on, or attend meetings for? How did they become involved?
- I could do with an idiot's guide to some of the acronyms that are used copiously at meetings.
- much of the input and information disseminated is from folk who have attended committees, seminars, and discussions in other sub-groups and, whilst it's always interesting, those of us who haven't been involved alongside them, don't really have anything constructive to add.
- I personally don't feel particularly excluded when such items are being discussed, but maybe there could be opportunities for all PPG members, who would like to, to accompany the 'lead member' at some of these groups from time to time. Thus, learning first-hand what it's all about.

- Explanation of practice relationships, team structures et cetera
- CCG, Rural Alliance – What are they and where do they fit in?
- PPG why do we have one et cetera? Are there defined objectives?
- Reflection of patient views? Jim offered to guide this latter point based on his experience.

Nigel is keen to establish a training meeting to cover these types of points. It was agreed that Sue, Jim and Geoff try to meet with him to discuss detail. It will be necessary to set dates/times for such meetings (perhaps 2 dates?), ensure room available (liaising with Sam). Then to publicise meeting, and compile a list of frequently asked questions.

On a further thought, Geoff suggested that we seek Sam's help to resurrect the Staff mini-presentations about their roles. This was done about four years ago. He found them useful at the time. However, some roles have subtly changed. It could help the newer staff to get to know PPG members and vice versa.

## 5 Issues of Current Concern to PPG Attendees

- 5.1 Marian asked if our own NHS Trust has plans to follow the policy of the Trust in Cambridge, where GP surgeries are now charged a fee by the city's hospital for each patient who attends their A & E Departments, and with conditions that should have been dealt with at GP level. If so, is there a role for PPG in helping to ensure that patients are fully aware of the implications of going to the Countess or Leighton with a non-urgent ailment? - AA gave feedback on this point
- 5.2 With the recent news about Kelsall GPs' new surgery. Is there any possibility or consideration of joining up or sharing services? – Agenda item for next meeting
- 5.3 eConsult – post-meeting, Andrew advised that he has found this system very useful. eConsult is separate to Patient Access. There is a link from the practice website to eConsult.  
<https://tarporleydoctors.gpsurgery.net/services/e-consult/>
- 5.4 Do we have/can we have a better understanding of our demographic spread in order to attract more and correct PPG members. - Practice can share at next meeting
- 5.5 Concern was expressed as to how we could improve communications between patient and practice.

## 6 Practice News – SJ (6.00pm)

- 6.1 Staff updates (SJ)  
There are none at present
- 6.2 Tree works and Car Parking  
The tree work has been carried out successfully. However, whilst some 11 more spaces could be established, the cost of works is very high and not financially viable. However the practice are looking at other options.
- 6.3 15 Minute Appointment effectiveness  
From the practices point of view this venture is a success. Sam wishes to create a list of action points with a view to creating an 'Exit Questionnaire'. This to further develop patient awareness and measure success: thereby building on the improvement. She asked if members would raise suggestions to her in order to focus the questions.
- 6.4 Patient Communication  
Sam advised that the latest Patient Newsletter is in final draft, and is due to be posted on the website with an email advice to patients. *(subsequently distributed on 24<sup>th</sup> January - GJ)*

## 7 Patient Suggestions/Friends and Family

### 7.1 Success of FFT annual analysis and publicity

Jim's excellent analysis is already on the website. Sam is preparing the Practice's responses to the key points raised and these are to be included in the Newsletter Winter Jan 2019 -

Responses to the 6 potential issues have been co-ordinated and will be available to view on the PPG section of the website. Proposal that there will be a 3 monthly/quarterly analysis of F&F responses – to be reviewed at April meeting.

### 7.2 Waiting time in practice

This key point resulting from the analysis is covered by the 15-minute appointment transition in 6.3 above.

## 8 Memo on Rural Alliance PPG meeting (SM)

Sue attended the last meeting & reported back. Sam will try to get some update information.

**ACTION: SJ to pick this up – working plan etc**

## 9 Tarporley Hospital - 2020 Vision Appeal (AN)

They are seeking to raise one million pounds to increase bed capacity etc

## 10 Any Other Business

Suggestion that the Ladies toilets could do with a spruce-up – Sam will try to action through the practice handyman.

Current PPG member list was requested, Geoff suggested he'd add to the end of the minutes.

## 11 Next Meeting Date

The suggestion for Tuesday 2nd April at 5 pm was agreed.

The Meeting closed at 6:30pm

### Appendix - List of current PPG members

Sue Masterman, Jim Hill, Geoff Johnson, Andrew Needham, Angela Martin, David Morgan, Maire Gibson, Marian Jones, Matthew Fisher, Maxine Shaw, Nicky Greaves, Nigel Briers, Pat Spooner, Paul Bullen, & Sarah Evans