

Patient Participation Group of Dr's Adey & Dancy

Minutes of Group Meeting on Tuesday 2nd April 2019

Held at Tarporley Health Centre

1 Welcome, Introductions & Apologies

1.1 Attendees – PPG

Sue Masterman, Jim Hill, Geoff Johnson, Andrew Needham & Nigel Briers,.

1.2 Attendees - Practice

Dr Alistair Adey & Sam Jeffery

1.3 Apologies

Marian Jones, David Morgan, Maxine Shaw, Sarah Evans.

2 Minutes of the last meeting of 15th Jan

Accepted by all present.

3 Matters Arising

3.1 Brightlife Social Prescribing Project

This piece of work is being undertaken by Chester University & CWAC. Intention is to pull things together. Results are due in May.

3.2 Toilet decoration

Disabled toilet has been done. Others in progress

3.3 Car Parking

Sam is awaiting a re-quote to establish if the plan is likely to be financially practical.

4 PPG Members' Development Training (NB)

4.1 Nigel, Sue, Jim and Geoff to hold a sub-meeting to establish detail

Initial thoughts:

To plan the training of PPG members & prospective ones.

How practice operates, How CCG operates et cetera

Coordination of PPG training jointly with next door, who are keen to work with us.

Treading water at present following the new premises debate

PPG are representatives of patients. We need to find out what they want, and to challenge officials as necessary.

Patient invitation to attend by letter or email. Just ask Sam

Initial pre-meeting plan to meet WC 20/5, possibly Tuesday, but to be agreed.

4.2 Staff mini presentation possibilities

Need to be considered in with the above.

5 Issues of Current Concern to PPG Attendees

e.g. Problems, Communication, Praise, Etcetera

5.1 Kelsall new surgery, shared service possibilities

Work has started. It's to include the current Kelsall practice & a community space for things like a Well-being Hub. Our practice is considering options around using a room in the new building, but no decisions have been made at this stage. Autumn 2020 is the current target.

5.2 Demographic spread of the Practice

Sam agreed to establish some information and present it at the next meeting.

5.3 Improve communications between patient and practice

Topic to be enlarged at next meeting. Chain SMS messages now in use by GP's and the nursing staff. Chain SMS is managed by an EMIS accredited partner. It lets the practitioner send a text message, in seconds, straight to a patient. Everything sent is saved to the medical record.

6 Practice News – SJ (6.00pm)

6.1 Staff updates

Regrettably, Carol the Medicines Manager, is retiring at the end of May. Replacement is being sought.

6.2 Exit questionnaire re 15-minute appointments

Job is in hand

7 Patient Suggestions - Friends and Family (6.15pm)

The F&F comments have been analysed for the period December 2018 to February 2019 and these results added to the previous analysis.

The number of Responses received during the last 3-month period Dec 2018- Feb 2019 was 57.

Of these 50 were Extremely Likely to Recommend the Practice to others; 6 were Likely to Recommend, and 1 was Neither Likely or Unlikely to Recommend.

A total of 44 comments were made of which 26 expressed complete satisfaction with the services received whilst 9 commented on Parking issues. The remaining comments were on separate issues as listed in the table appended to these minutes.

It is interesting to note that since the introduction of the 15-minute appointment regime, no new adverse comments have been made about waiting time in the surgery. This trend will continue to be monitored along with any comments about waiting time to get an appointment, which so far have not materialised.

Following the last analysis, the Practice gave a comprehensive response to the issues raised by the PPG. The PPG is satisfied with these responses and will continue monitoring to ensure that Patient satisfaction continues at its current high level.

The Practice should ensure that all staff working at the Practice are made aware of the very high levels of satisfaction with the service received which are appreciated by the patient body.

8 Rural Alliance Primary Care Network (SM)

8.1 Update regarding progress

This scheme is now to be officially known as **Primary Care Networks**. In our case the Rural Alliance now becomes our **Primary Care Network**.

As of 1st April, a new GP 5-year contract started; across the whole of England. Targeted to manage 40k patients. There's understood to be 'new money' for self-organisation. Dr Adey will become the Clinical Director for this group, starting 1st July.

Need to include this as a standing agenda item.

9 Tarporley Hospital - 2020 Vision Appeal (AN)

9.1 Can the Practice-PPG provide any input?

TWMH is a stakeholder in our new Primary Care Network. It becomes very much a part of the local support.

10 Any Other Business

10.1 Community Conversations; a CWAC & NHS project

GJ attended on 12/3. Supporting and managing a long-term condition for both the afflicted and carers. Interesting but very one-way. He observed that it seemed to be poorly advertised.

11 Next Meeting Date

Proposed for Tuesday 2nd July at 5 pm

The Meeting closed at 6:50pm

12 Appendix re item 7 - Table of F&F Comments May 2017-Feb 2019

Medical Service Comments	Number of Comments	Administrative Service Comments	Number of Comments	Health Centre Environment Comments	Number of Comments
Exceptional/ No Issues	May-Aug 86 Sep-Nov 17 Dec-Feb 26 Total 129	Time to answer Telephone calls	May-Aug 1 Sep-Nov 0 Dec-Feb 1 Total 2	Parking (Problem is understood, mainly)	May-Aug 42 Sep-Nov 2 Dec-Feb 9 Total 53
Waiting time in Surgery	May-Aug 14 Sep-Nov 2 Dec-Feb 0 Total 16	Waiting time to get an appointment	May-Aug 5 Sep-Nov 1 Dec-Feb 0 Total 6	Toys for Children	1
Reception asking about nature of the appointment	May-Aug 8 Sep-Nov 1 Dec-Feb 0 Total 9	Book Nurse Appointments on-line	2	Upgrade Waiting Room (Décor, Comfortable chairs, better Magazines, fewer posters)	5
Have Longer Hours and Weekend GP Appointments	May-Aug 6 Sep-Nov 1 Dec-Feb 1 Total 8	Overhearing conversations with Reception staff at window	May-Aug 1 Sep-Nov 0 Dec-Feb 1 Total 3	Bigger Waiting Room	1
Better Communication with Patients (More Personal)	May-Aug 8 Sep-Nov 1 Dec-Feb 0 Total 9	Ability to register at two Practices (student issue?)	1	Baby Changing Facilities	Dec-Feb 1
Use Medicine not needles	1	Check-in screen difficult to use	3	Cycle Parking	Dec-Feb 1
Talk to own GP on-line	1	Send email appointment reminders (referred to dentist using them)	1		
Concern about medical expertise available	May-Aug 2 Sep-Nov 1 Dec-Feb 1 Total 4	Don't change systems that work. (Including Patient Access)	May-Aug 2 Sep-Nov 1 Total 3		
More Services at Ashton/Kelsall (Nursing)	Sep-Nov 1 Dec-Feb 1 Total 2	Clarification Make appointments via Receptionist	1		
Surgery at Tarvin	Dec-Feb 1 Total 1	Don't ask for ethnicity on F&F forms	Dec-Feb 1		