

Patient Participation Group of Dr's Adey & Dancy

Minutes of Group Meeting on Tuesday 2nd July 2019

Held at Tarporley Health Centre

1 Welcome, Introductions & Apologies

1.1 Attendees – PPG

Sue Masterman, Jim Hill, Geoff Johnson, Alan Macready, Andrew Needham, David Morgan, Marian Jones, Nigel Briers, & Sarah Evans

1.2 Attendees - Practice

Dr Alistair Adey, Manager Sam Jeffery, Linda Edge

2 Minutes of the last meeting of 18th May

Accepted by all present.

3 Matters Arising

None not covered below.

4 PPG Members' Development Training

It was agreed that we should setup the public meeting for Tuesday 1st October, to take place at the Craven Room, Tarporley Community Centre. Setting-up to start at 6:30pm for the meeting to run from 7pm to 8:30pm. The next PPG meeting was agreed at this point, for one week before; on 24th September.

A pre-planning meeting was arranged for the 27th August involving Sam, Nigel, Sue, Jim and Geoff. This to agree principle meeting content and detail.

5 Issues of Current Concern to PPG Attendees

5.1 Kelsall new surgery: there is no further, available information regarding this. To review next meeting.

5.2 Re Improved communications between patient and practice:

5.2.1 Sam enlarged on points discussed at last meeting. The practice is now able to use Chain SMS messages to all patients with known mobile numbers. A new style Newsletter format is in use.

5.2.2 Proxy access now available on EMIS, enabling parent, relative or carer to manage online services on behalf of another patient. Access requires the now available authorisation form by request.

5.2.3 Sam gave out a summary of the demographic spread of the Practice. There is an increasing number of patients; currently at 5831. There is a slightly above average age of 48 (42.4 across the CCG). 49% are male and 51% female. There are some 60 patients in residential care.

6 Annual Complaints to the Practice – update

6.1 Overview of the last 12 months complaints, showed that only five had been received, and none were upheld following analysis.

6.2 Andrew Needham suggested, with regard to the Parking issue, that the landowner who owns the small woodland alongside Park Road should be approached. A joint approach by the Practices, the school, the Hospital and the Parish council is under consideration.

ACTION: Andrew Needham to update PPG on any progress.

7 Practice News

Staff updates:

Liz Richards is now the Medicines Manager.

Practice Nurse Sister Rebecca Roberts will start maternity leave in the Autumn.

8 Patient Suggestions/Friends and Family

A full 12-month analysis was presented by Jim Hill. (*Appended below as section 12*).

The most recent 3 months detail was considered by the meeting.

The number of Responses received during that 3-month period March 2019 – May 2019 was 52.

Of these 43 were *Extremely Likely to Recommend* the Practice to others; 4 were *Likely to Recommend*; 2 were *Neither Likely or Unlikely to Recommend*; 2 were *Unlikely to Recommend* and 1 was *Extremely Unlikely to Recommend*.

A total of 45 comments were made of which 24 expressed complete satisfaction with the services received, whilst 7 commented on Parking issues. The remaining comments were on separate issues as listed in the attached table.

Since the introduction of the 15-minute appointment regime, just one adverse comment has 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 have not materialised.

The following Issues were suggested for the Practice to address

1. The Practice should consider the suggestion of installing a cycle stand. Simple to do and an encouragement to cleaner transport.
2. The Practice should investigate the waiting room sign-in screen in terms of its accuracy about how many patients are ahead of the person signing in. It appears that there is always an over-estimation.

9 Primary Care Network (PCN) - Rural Alliance matters

As of 1st July 2019, the Practice is now part of the Rural Alliance Primary Care Network – the first new GP contract since 2004. This will enable Practices to work more collaboratively with Community Care Teams (CWP partnership) and Tarporley War Memorial Hospital. The Rural Alliance has been working together for the last 2 years since 2017. A presentation compiled by Dr Adey and Catherine Cain was delivered by Sam Jeffery on behalf of the Rural Alliance. Dr Adey is Clinical Director of the Primary Care Network, and is timetabled to work on this on Tuesday mornings, with Dr Dancy backfilling his surgery.

It is to be launched to all staff throughout the Rural Alliance on 25th July.

ACTION: PPG representation required Rural Alliance wide meeting - date to be confirmed. PPG to help to get across message to patients of the changes. Sam to include video presentation at the meeting 1-10-19.

9.1 Care Hub

The Care Hub is a web-based portal of community and voluntary organisations, but there is little information about the Rural patch. The Care Hub is for patients to use to understand what services there are available in the Rural Alliance PCN. Tracey Palmer runs this service and is happy to update it for us. Having the Care Hub full of information about what is available in the Rural Alliance will help enormously with the Social prescribing project. Village surgeries are running an event in September on the back of this work, and it was suggested that the PPG could make contact with PPG Chair at Village Surgeries to find out more.

ACTION: PPG's - PPG members to collect details of community groups in their villages, collate responses, and send them direct to Tracy Palmer as per e mail from Geoff with agenda. PPG to make contact with Chair of Village Surgeries re event in September.

9.2 PCN Social Prescribing Link Worker

Our Primary Care Network will have a dedicated Social Prescribing Link Worker – Sam Jeffery is currently the Project Manager. The Project is due to be launched 9 July 2019 and there are 3 phases - each 3 months at a time. It will be whole time equivalent, and will be able to tailor the role to suit needs. The Social Prescribing Link Worker will be able to go into the community and identify any gaps

i.e. transport, and the aim is to have it in place by late September 2019. The main focus of the project is how well we can integrate the link worker into the six PCN practices. The focus will also be on training staff into what Social Prescribing is all about – ideally 1 person – finite budget- set up for subsequent other roles.

10 Any Other Business

- 10.1 A PPG Chairs meeting is scheduled to take place on 16th July. Sue would welcome any PPG member who wishes to attend.
- 10.2 The Annual General Meeting of the West Cheshire Clinical Commissioning Group is to take place on in on the afternoon of Wednesday, September 25th 2019. Again, PPG members are free to attend.

11 Next Meeting Date

Proposed for Tuesday 24th September at 5 pm

PPG Public meeting Tuesday 1st October at 7pm

The Meeting closed at 6:30pm

12 Appendix re item 8 - Table of Comments May 2017-May2018

| Medical Service Comments | Number of Comments | Administrative Service Comments | Number of Comments | Health Centre Environment Comments | Number of Comments |
|---|--------------------|---|--------------------|---|--------------------|
| Exceptional/ No Issues | 70 | Time to answer Telephone calls | 1 | Parking (Problem is understood, mainly) | 37 |
| Waiting time in Surgery | 12 | Waiting time to get an appointment | 3 | Toys for Children | 1 |
| Reception asking about nature of the appointment | 8 | Book Nurse Appointments on-line (Facility is available via Patient Access) | 2 | Upgrade Waiting Room (Décor, Comfortable chairs, better Magazines) | 3 |
| Have Longer Hours and Weekend GP Appointments | 6 | Overhearing conversations with Reception staff at window | 1 | | |
| Better Communication with Patients (More Personal) | 5 | Ability to register at two Practices (student issue?) | 1 | | |
| Use Medicine not needles | 1 | Check-in screen difficult to use | 1 | | |
| Talk to own GP on-line | 1 | Send email appointment reminders (referred to | 1 | | |

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| | | dentist using them) | | | |
| Concern about medical expertise available | 2 | Don't change systems that work. (Implies less IT based systems) | 1 | | |