

Patient Participation Group of Dr's Adey & Dancy

Minutes of Group Meeting on Tuesday 24th September 2019

Held at Tarporley Health Centre

1 Welcome, Introductions & Apologies

1.1 Attendees – PPG

Sue Masterman, Jim Hill, Geoff Johnson, Nigel Briers, Sarah Evans, Maire Gibson, Alan Macready, David Morgan, Andrew Needham.

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

3.1 Key points from 16th July PPG Chairs meeting

Sue & Geoff had attended. Notes on the meeting have been circulated. Strong focus on Primary Care Network introduction. Notes have many answers to good question that arose. 'Workshop' at last part of meeting created an extensive list (included in the circulation) of PPG thoughts, ideas and comments.

3.2 AGM West Cheshire CCG on 25th Sept

Geoff, Nigel and Alan plan to attend

4 PPG Members' Development Training

4.1 1st October 7pm - Craven Room Tarporley Community Centre.

Advertising has been going well, and the following were discussions about the plan.

4.2 Summary of agreed presentation topics.

Nigel will be introducing, Sue and then Geoff to present PPG objectives. Jim is unable to attend, but will present a summary list of key points, showing what we've achieved.

Sam and possibly Alistair will present the current practice position.

Agreed that we need to collectively present the understanding of the PPG – Practice joint resilience, thus avoiding any view that we stand alone.

4.3 Finalising admin and planning.

Geoff will bring a screen and spare laptop. All to arrive for setup at 6:30.

Geoff will finalise Jim's draft feedback form and pass back to Sam for printing. 50 copies thought to be adequate.

5 Issues of Current Concern to PPG Attendees

Kelsall new surgery update – if available,

None - Still fundraising activity.

6 Practice News

A new receptionist: Dianne is starting 1st Oct

3 Part-time nurses will be standing-in for Becky during her maternity leave.

Patient survey results: The Practice is 428th in the whole country - out 6875. In the County of Cheshire, the Practice is number 6. The PPG members expressed their congratulations on this achievement.

1st Health Watch visit had taken place in the week before last. Their report is awaited.

Improved signage leading to the correct main entrance to the surgery from car park has been requested.

Sam had a regulatory 1hr phone call last Wed 18th, responding to the 1st CQC annual review. The Practice still maintains its 'Good' rating.

7 Patient Suggestions/Friends and Family

Jim advised that he's seeing very similar results in the period from Jun- Aug, with 58 completed forms. There were 42 with comments.

There continue to be no adverse comments following introduction of 15-minute appointments. A useful suggestion concerned appointments for Annual visits: it would seem sensible that conducting any required blood or urine tests at the same time, instead of repeat separate visits, would be beneficial. The PPG agreed.

There are concerns that the Travel Clinic has been discontinued, but the Practice is still offering contracted level of vaccines.

There are also continuing comments regarding overhearing of reception conversations in the waiting room. Sam observed that the reception window seals have recently been improved, so needs further monitoring.

7.1 Anything further on parking issues?

The possibilities for improving use of land in Park Road has to be left in the hands of the local Council as well as input from the Practice. Sue Dewhirst (Campbell practice Manager) is leading on this, together with Parish Council.

7.2 Cycle stand request for consideration

The Practice has this request under consideration.

7.3 Sign-in screen 'number of patients waiting' issue

The screen design is not under direct control of the Practice, but gets updated by the system provider. As and when this is due for replacement the Practice will look at replacing it with something that is hopefully more sophisticated.

8 Primary Care Network (PCN) - Rural Alliance matters

8.1 Rural Alliance meeting date?

There is to be a board meeting on Tue Nov 12th - PPG Chairs are being invited to attend.

8.2 Update on PCN - Social Prescribing Link Worker

Sam has been busy project managing! A Social Prescribing Link Worker (*I predict this becoming a SPLW! – GJ*) is being selected with the intention of starting on 7th October. This is a strategic role running for a minimum of 6 months.

For the first-year, referrals into the scheme will only come from the GP in the first instance.

9 Any Other Business

AGM CCG tomorrow, on 25th September (see 3.2 - GJ, NB, and AM are attending).

10 Next Meeting Date

Proposed for Tuesday 3rd December at 5 pm

The Meeting closed at 18:20 pm