

**PPG MEETING
TARPORLEY HEALTH CENTRE
8th JUNE 2022**

PRESENT: Nigel Briers (Acting PPG Chair), Alistair Adey, Sam Jeffery, Ian Hunt, Maire Gibson, Marian Jones

Opening Remarks

On behalf of the PPG members, Nigel thanked all the Surgery staff for the excellent service they maintained for patients throughout the pandemic. Analysis of recent Friends and Family responses from patients reflect this.

Sue, Jim and Geoff were also thanked for their work for the PPG over the years and it was confirmed that whilst they will all continue to support the Group, they will be taking on less prominent roles from now on.

Sadly, some PPGs – nationally and within Cheshire - haven't managed to survive all the changes and problems of the last couple of years and have disbanded. At our Group's last meeting it was agreed that the primary focus of this PPG will be matters that are having a direct impact on our own patients rather than on wider NHS issues.

Practice Update

The Surgery is now operating more or less at pre-Pandemic levels with 60% patient appointments being face-to-face and 40% being phone consultations. Visiting practitioners e.g. phlebotomists have been offering extra time-slots in order to reduce their backlogs.

From next week face masks for patients will be optional although clinicians will continue to wear them during consultations and their own twice-weekly testing will continue.

The impact on the Practice of the amalgamation of Cheshire West and Cheshire East Clinical Commissioning Groups has been minimal as the personnel within the Commissioning Team are all familiar. In the long run, there will be significant benefits e.g. a consistency of service across the county which will provide opportunities for joined up working and thus reduce costs.

How can the PPG support the Practice?

The 2004 GP Contracts required all Practices to establish a PPG but no formal structure was ever set out.

Alistair and Sam suggested that the Group might be able to help patients cope with new procedures, e.g. the transition from Patient Access to the NHS App and to feed back to the Practice any major issues encountered. The role of "Critical Friend" was suggested to provide opportunities for the considering and sharing of ideas in the future.

Tarporley Hospital

Now that it no longer provides in-patient care, should the word “Hospital” be removed from its title?

At the moment it appears to be purely an admin centre for the CoCH although the original proposals were for various outpatient clinics. On behalf of the PPG Andrew Needham has taken responsibility for discovering what the future plans are.

Alistair gave assurances that the outpatient services carried out at the TWMH have not been abandoned. They are being picked up by the Surgery.

The closure of the Hospital is in line with the general emphasis of providing care in the community and it is expected that ultimately it will be a base for health and social care to come together.

Rural Alliance News

It has been agreed that from 1.10.22 evening and weekend GP appointments will be made available so the additional workload will be shared among the 6 practices within the Alliance. Before the end of June, a questionnaire will be distributed to all patients to ascertain their specific needs and preferences in terms of appointment times. (The PPG could perhaps take on a role in helping/encouraging Patients to respond.)

There will also be opportunities for sharing resources within the Alliance, e.g. Specialist Dementia Nurse.

Communication with Practice and Patients

The PPG section on the Practice website needs updating. This will be put on the agenda for discussion at the next Group meeting on 28th June.

The Friends and Family Survey is a valuable source of feed-back from patients.

The last “Open House” meeting held at the Community Centre was a marked success and the idea of making it an annual event was considered.

Sam raised the issue of the verbal abuse of Practice staff which has happened on occasions. Everyone agreed that this is totally unacceptable and the PPG will support the Practice in any action they need to take following such events.

AOB

The average time spent with each patient at this Practice is 14 minutes which is higher than the national average.

The issue Jim experienced with obtaining his repeat medication has now been resolved.

Next Meeting

The next full meeting with representatives from the Practice will be at 4.30pm on Wednesday 14th September.