

Patient Participation Group – Dr Campbell's Practice

Minutes of the meeting held at 2:30pm on Tuesday, 28th February, 2017,
at the Health Centre, Tarporley.

Attending:

Paul Bujac (Acting Chair), Ron Chisnall (Secretary), Janet Appleby, Keith Barker, Liz Johnson, Nathalie Gresty, Jon Levenson.

Dr Campbell and Sue Dewhirst attended from 3:00pm.

Secretary's notes:

1. Some topics were discussed initially before 3:00pm then re-visited later. Some of these disjointed discussions are grouped logically together below.
2. Michael Jessop had decided not to stay in the Group.
3. Margaret Waltier had sent an apology – last December.
4. Sue Makin is still abroad.

1. Apologies: Peter Dobbs, Margaret Waltier, Sue Makin.

2. Welcome to new members:

Jonathan Levenson was welcomed and introduced to Group members. He prefers 'Jon'.

3. Minutes of the previous meeting (29th November, 2016):

Liz noted that the times for the times shown for the 'extended hours' service are incorrect. They will be corrected under item 11 of this agenda.

The minutes were otherwise agreed to be a correct record and were signed by Paul as the Acting Chair. (Note to Sue: These can now be published.)

4. Matters arising:

There were no matters arising not covered by the agenda or dealt with under 'AOB'.

5. The PPG Chair:

Paul said that his other work commitments were currently decreasing and that he was now willing to become 'Chair'. This was proposed by Liz and seconded by Janet.

6. Report on the CQC inspection:

The meeting congratulated the practice on a successful outcome from the inspection. Sue reported that some of the problems that had occurred were because the practice did not own the sites at Waverton and Tarvin. Consequently, some of the necessary paper-work was not in place or up-to-date. These issues have now been resolved.

7. On-line systems and e-consult:

7.1 At the PPG Chairs meeting it had been wrongly reported that this practice had been a pilot for the e-consult service – whereas it had been Dr Adey's practice. However, results from the pilot were encouraging and it is expected that the system will be implemented across all the CCG practices throughout the year.

7.2 Sue reported that some 30% of those enrolled with the practice had now enrolled for the on-line services. She added however, that there is no evidence to show how many are actually using the facility. She suggested that PPG members might sit in reception, or just outside, with a laptop to demonstrate how the system works. The laptop would be provided by the practice and connected to the local broadband service – to avoid revealing log-on details. Members were enthusiastic but noted that they would need to consult internally to determine if they all use the system in a consistent fashion. Members would arrange to meet privately to explore ways of best using the system.

8. Working with Dr Adey's PPG:

Paul reported on meeting that had been held with members of Dr Adey's PPG. Some discussions had focussed on how best to use the TV monitors in the two receptions to communicate with those waiting to see a doctor or nurse. We are also keeping in contact with the two local journalists who run 'Tarpurley News', recognising that they are an effective conduit to Tarpurley residents.

9. Progress report on practice development:

Dr Campbell said that there is still no news on the status of the bid submitted by the two practices – although there was informal intelligence that this bid is regarded as having some measure of priority. The window within which any allocated funds must be spent remains probably unrealistically close – i.e. by the end of 2018.

10: Report on PPG Chairs meeting:

10.1 Paul had been unavailable for this meeting so Ron had attended in his place. He noted that the meeting had been informative but added that Paul had subsequently copied the minutes and the presentations to all members. He added that the presentations, in particular, are worth looking at.

10.2 One point raised in a presentation was that the Wellbeing Service is proving to be effective and the number of patients presenting at a surgery with non-medical conditions has significantly decreased. Additional staff for this service are being recruited across the region. Sue said that she would try to get a local Wellbeing Co-ordinator to come to one of our meetings.

10.3 Paul noted that the next meeting is currently scheduled for Wednesday, April 26th. In the afternoon, following the Chairs meeting, there is likely to be a workshop. Various of our members have attended these in the past and found them to be interesting. Paul will circulate information when he is given details.

11. Report on extended-hours pilot project:

11.1 This practice had been involved in the recent pilot. Overall, this had been successful and the latest scheme is now in use across all practices in the CCG area. It was noted at the PPG Chairs meeting that although a patient may be able to see a GP, and get a prescription, until 9:00pm on most days, getting that prescription 'cashed' at a pharmacy is a different matter. Late-night supermarkets may be an option but if the patient isn't mobile this may not be practical. It appears that pharmacy opening hours are managed by NHS England. Sue reported that the extended-hours service is not widely used by patients in this practice. This is probably a result of the age distribution in the local population.

11.2 The following is extracted from the CCG web pages. The Primary Care Group tell me that this is the most up-to-date information!

“The GP Extended Hours service is designed to provide patients with appointments outside core general practice hours for routine care and is available:

- *Monday to Friday: 6.30pm – 9.30pm*
- *Saturdays & Sundays: 9am – 6pm*
- *Bank Holidays: 9am – 2pm*

The service is available at the following bases at different times during the week:

- *The 1829 Building at Countess of Chester Health Park*
- *Ellesmere Port Hospital*
- *Tarporley War Memorial Hospital*
- *Neston Surgery*
- *Helsby Health Centre*
- *Laurel Bank Surgery in Malpas.*

Patients will be given an appointment at the most convenient location for them. Please note this is not a drop-in service and appointment times and availability may vary.

Appointments for routine care can be booked up to 2 weeks in advance at the GP extended hours service by calling 0300 123 7740 - Option 3.

The service is delivered by Cheshire & Wirral Partnership NHS Foundation Trust and the call centre is operational from 8am to 8pm, seven days a week.

Patients can also book appointments at Extended Hours by ringing their own GP practice.”

12. Tarporley War Memorial Hospital:

Ron noted that the Hospital is generally regarded as providing a very significant part of the health care services available in this area of Cheshire. However, many people believe it to be an integral part of the NHS and do not know that it is a free-standing charity. It has been losing money for the last few years and must implement a new business model if it is to survive. New senior staff are now in post and their input is anticipated. Since both Tarporley practices use the facilities provided by the Hospital, its continuing well-being must be of concern to this PPG.

The Hospital's charity number is 700336. Their accounts can be seen by logging onto the Charity Commission's web site and using this number to find their information.

13. Tarporley Carnival – 8th July:

Last year the PPG rented a stall at the carnival. The weather was atrocious but the stall was 'manned' throughout the afternoon by me (Ron), Paul and Jim Hill from Dr Adey's PPG. We spoke to a few visitors who were generally unaware of what a PPG is and what a CCG is - unless they had other associations with the 'system'. There are different views about whether the day was effective, but the meeting supported Ron's proposal that we should take a stall again this year – and hope for better weather.

14. Any other business:

14.1 Sue had asked members to consider what changes to the telephone system might be beneficial if a change was to be considered. Most discussion was about the messages received when in a queue. It would be helpful to know how long the queue is. Some members said that they had used the 'ring-back' service which had worked for them. Sue thought that this facility had been disabled. There was a suggestion that a different message be recorded that encouraged callers who might just want a repeat prescription to call back later – or even use the on-line system. Ron noted that in Dr Adey's system, Sam (the practice

manager) has a separate extension and could easily be reached. Sue said that she preferred to be warned by reception staff about who was calling.

14.2 Ron reminded the meeting that he had previously suggested that it would be helpful if a patient could submit their own blood pressure machine for checking and, perhaps, recalibration as part of the procedure that the practice must arrange for their own devices. Having considered this further he could see too many difficulties and would withdraw the idea. He noted, however, that new basic machines seemed to have got cheaper. Dr Campbell pointed out that when a patient is called into the surgery for a routine BP check, they could bring their own machine with them and readings compared with properly certified equipment.

14.3 The N.A.P.P. annual one-day conference this year will be in Basingstoke on 24th June. Nathalie and Ron attended last year when it was in Stretton. They reported that it was well organised and useful. However, there was no enthusiasm from the meeting for travelling to Basingstoke for this year's conference. But if any member had plans to be in that area for other reasons then we should reconsider.

14.4 The 19th PPG Awareness Week will this year run from the 19th to the 24th June. In previous years this has passed unnoticed but is just a fortnight before the Tarporley Carnival. Ron would check whether any national or Cheshire-wide publicity is being planned. If so then it might be appropriate to arrange some sort of event locally. He noted, however, that previous efforts in this area had not been overly successful.

14.5 Ron noted that the N.A.P.P. web pages contain a lot of useful information. The URL is www.napp.org.uk He added that there is a special section for N.A.P.P. members – which requires a log-in process. (Paul or I will email the ID and password to you if you have mislaid it) But, if you search for 'napp' via Google and click on the offered link, the general pages will open but you will not be able to log into the secure areas. To do this you must go directly to www.napp.org.uk when it will all work OK. The reason is that the web site is designed to be secure and a link via a search engine is considered to have weaknesses.

14.6 Paul said that our N.A.P.P. membership had expired last July. We had been advised of this by post, but the letter had been sent to Betty Manford's old address – and she, of course, has moved. However, Paul now has the necessary paperwork and the practice has agreed to bring our membership up to date.

Secretary's note: Paul subsequently reported that this has now been done.

15. Date of next meeting:

To be confirmed.

PPG to meet at 2:30pm. Practice staff to join at 3:00pm.

WRC 06.03.17