

PATIENT PARTICIPATION GROUP MINUTES

Minutes of Patient Participation Group Meeting held on Wednesday 13th November 2013

Present: Dr P.A. Campbell, Mrs Christine Kenyon, Mrs Liz Heidenreich, Mrs Betty Manford (Chair), Mr Ron Chisnall, Mr. Peter Dobbs, Dr Paul Bujac, Mrs Margaret Waltier and Miss Nathalie Gresty, Mrs J Sorensen and Mrs J Appleby

Not present: Mrs R. Rosney

A meeting without the practice staff was held for half an hour, prior to the full meeting with those present as above.

Mrs Betty Manford opened the meeting and noted that a lot had been achieved during the half hour meeting and now feels more like an 'organised team'.

The members of this group are happy having their names given out in the waiting rooms of our surgeries, and will let Liz know what contact details to use on posters etc. The idea of electronic display equipment in waiting rooms was touched upon.

The question was asked re on-line appointments and how many use this service as well as hits on our website.

Maybe more information could be put on Newsletters and in Parish magazines.

Minutes of the last meeting were looked at by all.

Matters Arising:

There were now new chairs in the Tarporley waiting area. Those members who had seen them were impressed.

Alterations at Waverton is still a work in progress.

On-line prescriptions: Christine advised the meeting that patients could now get their prescriptions via the Patient Access webpage. There are posters in all waiting rooms and information on our website.

Telephone system: This is still causing some concern and Christine explained again the stacking system. One patient had said that they could not get through at all – the phone line kept on ringing. The staff expressed surprised at this as there should be a message to say we are busy if patients can not get through. (Since the meeting, Betty advised Christine and Liz that this particular patient had been getting the message 'please call again later')

Flu vaccinations were discussed, and members told of the problems the practice had getting hold of vaccinations this year and how they had been let down, and that a new supplier would be sourced ready for next year.

Christine explained to members that she had spoken to Phil Miles regarding attending our meeting but due to the large number of items on the Agenda it was felt better to leave his attendance to another time.

WCPPG Meeting. Margaret Waltier and Peter Dobbs went to this meeting on behalf of our PPG. Dr Paul Bujac was there in his official capacity. The following points were highlighted:

- The importance of networking.
- Terms of Reference for PPG's.
- NHS111 Service. The North West Ambulance Service NHS Foundation trust to take over the reins of the NHS 111 from 29/10/13. Formal tendering by 2015.
- A talk regarding NHS England was given by Glenn Coleman and Lisa Cooper:
 - Main changes taken place since 1.4.13.
 - Total area team budget is £284m, most of which pays for GPs, Dentists, and Pharmacists in area.
 - Quality of Service.
 - Community based services
 - NHS England and its relationship to PPGs Handbook – The Concise NHS Handbook (The Essential Guide for the NHS 2013)

For more detailed information please see minutes on the WCCCG website.

Dietician Lisa Cooper wants to talk to our PPG. Christine Kenyon to contact her to arrange.

(Janet Appleby left our meeting at 4.00pm as she had a prior engagement)

Dr Bujac spoke about the Terms of reference for PPGroups. These are due to be sent out during the next few weeks.

Healthwatch: Margaret Waltier gave members an update.

Christine advised the meeting that on 10th October the MIAA (Medical Internal Audit Authority) carried out an internal audit on the Practice.

Pilot Scheme regarding longer opening hours: This scheme is not yet up and running and would be more relevant to towns rather than our rural practices. Manpower would be an issue and also, how would it work? Would we be open until 8.00 at night or start earlier in the morning? We are open until 6.30pm in Tarporley at the moment and some of our surgeries start at 8.00 am. From past surveys, most patients prefer to come first thing in the morning rather than later in the evening. We already have an OOH facility where Doctors can meet patients at TCH via the number given when phoning our surgery after hours.

Equipment Fund: Members were shown details of a Spirometry machine that the Nurses would like purchasing from this fund at a cost of around £2,000. There is already one in Tarporley and they would like one in Tarvin surgery. Having a donation box was discussed, but this would cause problems as donation boxes have been taken from our surgeries in the past. We do have £500 in the kitty already. Mrs Manford would ask if her Church could make a donation of say £50. Members to see if they can get donations from parish councils or other organisations. A request for donations is to be put on the website and in the next Newsletter.

LES (Local Enhanced Services) for Improving Access to General Practice

5 objectives have been identified by the practice:

1. Telephone system
2. Telephone Access to Doctors
3. Comfort of Waiting Rooms
4. More information about our practice
5. More clinics in Tarvin

The above points were expanded upon:

Our Doctors are experimenting with formal telephone appointments. It is matter of finding the balance of what can be discussed during a telephone call.

Internet connections in the various practice areas were talked about with regards to email and website.

The minor ailment scheme at local chemists was discussed along with qualifications of our Medicine Manager and dispensers.

There is a possibility of the practice having an extra clinic in Tarvin on a Tuesday.

The members were asked if they agreed to the 5 objectives and as this was accepted, Mrs Manford signed the LES.

Improving Practice Questionnaire:

Each year the practice does a survey of patients and members of the group were given copies of the survey used each year. The government do there own independent survey which they send out to patients direct.

The questionnaire was discussed and the members informed that most other practices used this questionnaire which was useful when making comparisons.

We are sent 255 forms and at least 160 have to be completed for the company to be able to complete their findings.

There is a possibility to add a few questions. One possible question to add was about the on-line appointment system.

Members to email Liz about possible questions and also let Liz know about contact details to be put on website and in waiting rooms of PPG members so that patients can get in touch directly with them.

Margaret Waltier asked Dr Campbell about targets. There are a large number of targets that the practice has to meet annually. These include Health Checks, Chronic Diseases, arthritis, osteoporosis etc. Each year the goal posts move in respect of percentages and also the government priorities change.

Mr Chisnall had picked up a Information Governance & Security handbook when at the Countess of Chester Hospital.

PAC informed the group that a meeting had been held with COCH staff to discuss a Community Ultrasound project. It was agreed, after accessing facilities at TCH, to run a clinic on one day a week. Dr Campbell added that the Trustees and Fund raising management team worked hard to raise the money.

The possibility of our group meeting with Dr Gleek's PPG was discussed. The staff members of our group would not need to attend any meeting between the two groups.

Date and time of next meeting: Tuesday 25th February 2014 at 2.30 pm for members with practice staff joining at 3.00 pm