

PATIENT PARTICIPATION GROUP MINUTES

Minutes of Patient Participation Group Meeting held on Tuesday 19th August 2014

Present: Dr P.A. Campbell, Mrs Denise Smith, Mrs Liz Heidenreich, Mrs Betty Manford (Chair), Mr Ron Chisnall, Mr. Peter Dobbs, Paul Bujac, Mrs Margaret Waltier and Miss Nathalie Gresty, Mrs Janet Appleby, Phil Miles and Mrs Liz Johnson.

Apologies from Rose Roseney and Mrs Joan Sorensen

A meeting without the practice staff was held for an hour, prior to the full meeting with those present as above. Denise, our new Practice Manager was introduced to members during their informal meeting.

It was felt that details about the Voluntary Drivers scheme had gone quiet and possibly this could be looked at during the meeting on 2nd September for the Self Care Day. The council may be expanding their services.

Minutes of the last meeting were looked at by all.

Matters Arising:

- Napp. This had been discussed at the informal meeting, but Liz Heidenreich wanted to make sure that the log in details had been sorted. Members have all the necessary details and Paul Bujac was letting Liz have details for practice to use.
- Suggestion Boxes: These were thought to be a good idea and could be put up after the November event, with one being used at the actual event.
- A question was raised to members if they had been contacted by patients from the lists put up on notice boards and website. Only one member had and this was discussed.
- The planning letter sent on behalf of the PPG by Betty Manford has been put on notice boards. One planning application has been refused for planning reasons but there has been no decision made regarding the 'Daffodil Field'
- Denise and Betty are sorting out posters for the Spirometry fund which has £400 in at present, to be put on the PPG Notice Boards.

Community Self Care Day (Tuesday 18th November at Tarporley Community Centre):

The PPG will need funds for their mobile display, banners, badges etc. Denise to organise badges (Dr Campbell's practice to go on badges to show difference between the two practices at the Tarporley Health Centre) and members to see what discussions take place regarding funding at the next Planning Meeting on 2nd September. The banners, posters etc are to be discussed at the next informal meeting. Members would like to have a mobile display unit so that after the event they can go around to different places, schools, fetes etc. It was felt that members need to generate interest in the PPG. Another possibility is holding special evenings for chronic diseases etc.

It may be possible to have a laptop at the event to show off our website and also to advise people on how to book on-line appointments.

Denise has a code of practice for the PPG to use in respect of advertising with a list of Do's and Don'ts. Denise will share this with the PPG.

It was pointed out that when advertising the event the address needs to be made clear as it wasn't at the Malpas event that members went to.

As the PPG members do not know all of our Doctors the possibility of an informal meeting with them was discussed. It may be possible to arrange a middle of the day meeting or possibly at the November event.

Denise to look into who has replaced Sarah Vickers as the lead for this event.

Margaret Waltier asked why our website didn't show what speciality our Doctors have as it was felt this would be useful for patients. The practice will put this on website as soon as possible.

PPG FUNDING – ENHANCED SERVICES:

Mr Bujac brought up the subject of funding for the PPG as this was highlighted at the NAPP conference. Mr Bujac was concerned regarding whether or not the practice was continuing with the PPG or not. Dr Campbell confirmed that we are carrying on and Mr Bujac's next concern was the amount of work involved for PPG's with respect of the end of year forms and the representation of patients. The practice realises that it is a time sensitive issue and questionnaires will be sent out in good time to put together an action plan together with the PPG.

PPG CONSTITUTION:

Members had been sent various samples of other PPG's constitutions and it was agreed that Betty and Paul would look at the one Denise brought from her last practice (The Cedars) and see if it could be adapted to suit this group. The PPG Chair from The Cedars is happy to come along and share views and ideas with our PPG.

FREQUENCY OF MEETINGS:

It was decided to keep the formal meetings to 3 monthly and the informal meetings would be monthly. Liz Johnson to ask TCH if their room could be used for meetings on a Saturday morning as the surgery is closed at a weekend.

Geoffrey Lloyd's letter (Council of Governors of the Countess of Chester NHS Foundation Trust)

After a discussion it was felt that it would not be appropriate for Mr Lloyd to visit our group but Denise to write to him asking him if he would like to come along to the event in November. A discussion then followed about how we flag up issues with the Countess of Chester Hospital.

A.O.B.

Mrs Waltier had noticed on our website a note regarding disabled access and that the two surgeries were working together to make this better in Tarporley. Further discussions need to take place with Dr Adey with the possibility of an intercom system to enable help being made available to patients struggling to enter the building. Tarvin surgery has an intercom and Waverton has sliding doors so this is not a problem at our branches.

A question was asked about Clinical trials taking place at our surgery and Dr Campbell advised that other than for the Doctors personal development, trials did not place as a general rule and that we are not linked to any University or College and we are not a teaching practice. Some patients, however, take part in trials on an individual basis of their own choice.

Mr Bujac mentioned the new Friends and Family initiative and wanted to know where the practice is up to and if the practice was going to inform the group. Dr Campbell explained that this would be looked into and the PPG would be informed.

Mr Chisnall talked about the problems A & E face with patients going there instead of to their own GP. Dr Campbell explained about there being a triage at the Countess of Chester Hospital and they would point patients in the right direction as there was a GP on duty at the hospital. Rural communities are less likely to use A & E because of transport issues etc. The Tarporley Cottage Hospital is just for minor injuries.

Margaret Waltier asked about Virgin Care and private medical companies in general were discussed.

Ron Chisnall will be doing the minutes at future formal meetings.

Date and time of next meeting: Tuesday 25th November 2014 at 2.00 pm for members with practice staff joining at 3.00 pm.