

# PATIENT PARTICIPATION GROUP MINUTES

Minutes of Patient Participation Group Meeting held on Tuesday 20<sup>th</sup> May 2014

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

**Apologies from** Rose Roseney

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

Introductions were made with our new members. It was decided that if any other patients wish to join they could join as friends of the PPG and called in when needed. The members we have now will be the 'core group'.

Mrs Manford advised medical staff that the Malpas event had been discussed prior to them joining and although it was a well run event the PPG were not there. Our group had discussed putting on a road show and going round the local villages. This may be combined with Dr Adey's practice. It was suggested that it would be a good idea to get various health associations to join, i.e. Stroke Association. Another idea was that Dr Campbell could provide free health checks in one of the village halls, but this would not be practical/possible. A sub group will be formed to put this into action.

**Minutes of the last meeting** were looked at by all.

**Matters Arising:** There were no matters arising.

**CQC INSPECTION – 2<sup>nd</sup> visit:**

Two persons visited the practice again and looked at issues that had given them concerns last time. Everything is now in order and we have been approved and given our green tick.

The CQC are changing the way surgeries are inspected and as far as we know we are not in the first wave of inspections.

**PPG ANNUAL REPORT:**

Members had been sent this at the end of March 2014. No one had any specific questions. DNA's were discussed and the possibility of text messaging patients to remind them of their appointments. Christine advised members that this is being looked into and patients are being asked to up date their records, as we do not have everyone's mobile phone numbers. Once we have a higher percentage this will hopefully be implemented.

**PPG QUESTIONNAIRE RESULTS:**

Mrs Manford thanked Nathalie for putting together the results of the Questionnaire. It was obvious from the results that patients' do not know much about the PPG. It was thought that a new questionnaire could be given out when the PPG has made more of an impact.

**IMPROVING PATIENT QUESTIONNAIRE:**

Members were given printouts of findings and these were gone through by Dr Campbell. Although we have changed our opening hours we are still getting a low figure on the Questionnaire **Opening Hours Satisfaction**. Not many of our patients use the local extended hours appointments, these are mainly taken by patients in towns like Ellesmere Port. As our branches are not open full time this could affect the figures.

A question was asked by members if the surgery had enough Doctors. This is not a simple question to answer as there are many factors to take into account, i.e. NHS structures, shortage of locums and budgets. We are also limited with capacity at the branches as at Waverton there is only one room. A further question asked was could our patients be educated better?

If our clinics are full the receptionist will ask the Doctor if a patient can be seen if it is of an urgent nature. The Doctor can then advise.

‘Telephone access’ question was again a low score. Apparently our 6<sup>th</sup> line at Tarporley had been cutting patients off. This has now been rectified, and the engaged tone will sound when we have all six lines in use. One factor for the low score could be that our Waverton branch was without a phone for over 3 weeks at the time of the questionnaire and patients had to phone Tarporley.

It was thought that a volunteer group from the PPG could hand out questionnaires next time. Mr Bujac asked if we would still need to do a questionnaire as this wasn’t included in the new PPG requirements. We will still need to do a questionnaire as these are used for individual Doctors development and also they would form a guide for the PPG discussions.

The subject of new housing developments in the practice areas was brought up with the question being asked as to how the practice would cope with the possibility of over 2000 new patients in the next 5/10 years. Dr Campbell advised members that we own half of the Tarporley Practice but we do not own our branch surgeries so are in the hands of our landlords. We would hope that we would be able to mop up the extra capacity.

Mr Miles explained about the Parish Council in Tarvin having some input on services in the village in respect of the extra 500 new houses. There are 2,650 residents in Tarvin at the present time and there will be approx another 1,000 when the houses are completed. Dr Campbell explained that when we have another 300 new patients this would equate to another clinic per week. Tarvin Health Centre has three rooms so there is the capacity. The possibility of extending was also discussed.

Mrs Manford thanked staff for all there hard work as the other results of the IPQ were very good.

**APPOINTMENT SYSTEM:** Mr Bujac wanted the practice to make the system clearer for patients. Liz is to look at wording in the practice leaflet, on the website and in the next Newsletter.

Mr Bujac also mentioned the WCCCGG next meeting to support the PPG’s. At the June meeting they will be talking about Access – what do you do if you can’t see a Doctor?

Mrs Manford had noticed in the Newsletter that we are changing our recall system for Chronic Diseases, to bring patients in around their Birthday month. Christine explained this to members who thought it was a good idea.

**CHANGES TO PPG ROLE:** Mr Bujac asked how these changes will be implemented. Mainly making sure that certain minority groups are represented; more patients feedback; ways to gather information; action plans. It was felt that the group were making a start by the possibility of the road show and this can be discussed with this sub group. Mrs Manford suggested that the PPG could possibly go into the local High School and explain the role of the group.

Dr Campbell explained about Vanguard. The practices are being grouped together and we are joining Kelsall, Bunbury and Dr Adey’s practice.

**PLANNING LETTER:**

Mrs Manford informed members that she had sent a letter to the planners in respect of both planning applications in Tarporley but has not heard anything. Liz will download letter and put on PPG notice boards.

**VOLUNTEER DRIVERS MEETING:**

Mr Chisnall gave members an overview of how things are going. At the next meeting two transport groups are coming to discuss what they do. It was felt that setting up a new group would be too admin heavy, so it would be best to use existing groups. Unfortunately our communities are changing, as at one time neighbours' would help people out with transport to surgeries etc but unfortunately this is now not always the case.

**NAPP CONFERENCE:**

Liz is to organise the practice joining NAPP (National Association of Patient Participation).

**AOB:**

One of our patients wished to compliment the surgery on the Hospital At Home Service. She had found this service invaluable and wanted to say a special thank you to Dr Kent who had organised this. This service was explained by Dr Campbell.

Dr Campbell advised members that our patients aged 75 and over now have to have a nominated GP and they will be informed by letter in due course. This has always been done, but patients now have to be advised. Mrs Waltier asked what happens if you want to change this GP? It was explained that you do not have to see your named GP.

There will be a PPG Suggestion Box put in all 3 waiting rooms and the PPG will deal with any responses.

Mrs Manford asked if anyone had put any monies into the equipment fund. This fund was then explained to new members. Mrs Manford is to liaise with Liz to put notices up regarding this. The money raised is to buy a spirometer for Tarvin. It was suggested that maybe fund raising events could be held, i.e. coffee mornings etc. Also parish councils could be approached. One member raised the question wondering if this is what the PPG is about.

Date and time of next meeting: Tuesday 19<sup>th</sup> August 2014 at 2.00 pm for members with practice staff joining at 3.00 pm. (Please note earlier start)