

# PATIENT PARTICIPATION GROUP MINUTES

Minutes of Patient Participation Group Meeting held on Tuesday 25<sup>th</sup> February 2014

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

**Apologies from** Mrs Betty Manford

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

Peter Dobbs, standing in for Betty Manford, opened the meeting.

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

## **Matters Arising:**

- Telephone System: Janet Appleby brought to the meetings attention a couple of patient complaints: A patient had been told by a Nurse to phone Tarvin surgery when in fact it should have been Tarporley; another patient had been telephoned by practice to say that a surgery had been cancelled but another appointment had not been offered. Apologies were given and this will be looked into to avoid it happening again.
- The appointment system was again explained to members.
- Formal telephone appointments were discussed with Dr Campbell advising that it is good for certain patients depending on their type of illness.
- Transport: Members were looking into this and Margaret Waltier had picked up a Cheshire Community Action leaflet which is based in Nantwich. Christine Kenyon informed the meeting that details about transport had been put on our website. One possibility would be to get together with other practices in the area to discuss, maybe involving the Rotary Club etc.
- Notice Boards: A new notice board has been put up in Tarporley reception area and members can use this to put up there own notices/information. We will look into the possibility of having one in Waverton and Tarvin.
- Dr Gleek's PPG had sat in waiting room of their practice to talk to patients and Dr Campbell has no objection to this group doing the same.

**PPG QUESTIONNAIRE:** Liz had done 140 questionnaires and these are being given out by staff. Members of the PPG to collate results.

## **CQC INSPECTION:**

Two persons visited the practice on 14<sup>th</sup> November 2013. The two concerns raised were CRB checks on one member of staff, which had been sent off but not returned and member of staff concerned was not actually working with patients when she first joined the practice due to a broken wrist. CRB checks have now been done on all relevant staff. The way controlled drugs were recorded was another concern raised along with prescription pads. These issues have all been dealt with accordingly.

A report had to be completed and sent back to the CQC by 18<sup>th</sup> January and this has been done. PPG members were a little disgruntled that they didn't find out about this Inspection until the report had been published. The practice did not have much notice and the CQC had only asked to speak to the Chair of the PPG.

**WCPPG Meeting:** Peter and Margaret went to this meeting on the PPG's behalf and reported back. A print out of their report was given to members and this was discussed.

Talks were given by Jonathan Taylor from Health Watch Cheshire West and by Lisa Cooper from NHS England. Lisa Cooper deals with patient complaints and the regulations are under review. There was a video in the afternoon with regard to changes and funding. Alison Lee Chief Operating Officer from West Cheshire CCG also spoke about 'The West Cheshire Way' which has 5 priorities – from cradle to grave.

Changes to **Tarporley Cottage Hospital** were discussed with ideas on changes to the way it is funded with more skilled activity coming to the hospital. At present there are 4 NHS beds and the other 13 are community funded by the League of friends. There are meetings being held to discuss these changes with local practices regarding the use of TCH.

The **Neighbourhood Plan** has a preference to keep the Health Centre in the middle of Village with no suggestions about more parking being made available. Maybe a shuttle bus to Health Centre from Village?

**Feedback from meeting with Dr Gleeks PPG:**

Main points discussed were Disability Access; Prescriptions longer than a month with Dr Gleeks practice; No Pharmacy at Dr Gleeks practice; Nurse Practitioner at Dr Gleeks but not at our practice.

The question was asked if Dr Gleeks patients could use our Pharmacy and unfortunately the answer is no they have to use the local chemist due to how the dispensing laws are.

**Dr Campbells Question & Answer time:**

Can you change your registered Doctor – yes this can be done. The practice tries to keep the numbers the same for each Doctor.

Can you choose whom you want to see provided you can get an appointment – Yes.

Central Information System: Summary Care record and HSCIC (care.data) was discussed. Christine explained the difference and Dr Campbell explained that OOH can look at records but will ask permission from patient first.

Expanding Villages: How are the surgeries going to cope? More houses planned in Tarporley, Tarvin and Saughton Camp. Tarvin would be the ideal surgery to put on extra sessions. Taking on extra staff would be considered when we see how many more patients register. From the Waverton population only about half are at our surgery.

Is Bunbury Practice full? The list size is appropriate for the number of Doctors and they could expand if necessary. Cotebrook Village Hall was mentioned as having rooms which maybe could be utilised.

**Phil Miles** would like to join the PPG. He is a Parish Councillor for Tarvin and runs the Tarvin-on-line website. Christine will invite him to our next meeting.

Date and time of next meeting: Tuesday 20<sup>th</sup> May 2014 at 2.30 pm for members with practice staff joining at 3.00 pm