

# **PATIENT PARTICIPATION GROUP MINUTES**

Minutes of Patient Participation Group Meeting held on Wednesday 26<sup>th</sup> September 2012.

**Present:** Dr P.A. Campbell, Mrs C. Kenyon, Mrs E. Heidenreich, and 6 members.

**No Apologies received**

**Not Present:** 3 members not present

## **Minutes of the last meeting:**

The minutes were looked at and the following discussed:

**Tarporley Cottage Hospital:** The Hospital is still looking to expand its services with specialist clinics. The CQC has to pass these services. A member asked about the aspirations of the TCH in view of new buildings as part of involvement with the neighbourhood plan. There is the AGM of Trustees and League of Friends on Monday 22<sup>nd</sup> October at 7.00 p.m.

**Forward planning** in general was discussed, including new houses to both Tarporley and Tarvin, and the effect on the surgery and the surrounding area. In the distant future, there could possibly be just one practice at the Health Centre and another in a different part of the village.

**Telephone Access:** We have now made more 'book on the day' appointments available at the beginning of the week to help patients not having to ring back on the following day/days. Receptionists feel this is working well.

**Electronic Prescription Service:** This is not quite up and running yet. Doctors prefer prescriptions to come from surgery as they can keep more of a check re patients' history etc. Our Doctors sign all prescriptions that are generated from all 3 surgeries. Patients can collect prescriptions from surgeries and local chemists collect prescriptions from Tarporley Surgery to enable patients to pick up from chemists, if that is more convenient.

**Dr O'Callaghan** will be leaving the practice at the end of October and he is looking forward to his retirement and has booked lots of new courses, including Spanish and photography!

**Dr Abigail Oliver** will be joining the practice on 1<sup>st</sup> November. She trained at Birmingham and is a local girl, with her parents living in Tarporley. Her husband is a G.P. and they have a 5 year old son and live in Bunbury. She brings with her lots of enthusiasm and lots of new ideas.

**Our new Phlebotomist** Melanie Capper is a qualified mid-wife with 30 years experience. She will be working 11 hours per week with her time split between Tarporley and Tarvin.

**Our new Health Care Assistant** Janice Clark was worked in hospitals for 27 years and will be working 2 afternoons and 1 morning per week both at Tarporley and Tarvin. They both have lots of experience between them.

**District Nurses:** A member asked the question regarding who funds the District Nurses and Dr Campbell explained that it was the Cheshire and Wirral Partnership Trust, although they are based here with rooms also in Bunbury. It works very well and helps with continuity of patient care. The cleaners are also provided by the trust.

**Summer Newsletter:** Members were given a copy of the latest Newsletter and commented that they hadn't realised a new one was available. Liz promised to email them a copy of the next edition and then members could print out and take to their local halls for distribution.

**Flu Vaccinations:** These were discussed together with Pneumo Jabs. Flu jabs are given annually and Pneumo jabs are just a single vaccinations given to over 65's and patients with chronic diseases.

**Booking appointments on-line:** Blank registration form cannot be made completed on-line as forms are printed off on an individual basis with codes generated to each patient.

The question was asked if we had many on-line appointments made and Dr Campbell advised that maybe one at each surgery. It does help free up time at reception but problems can arise if patients change to a new appointment and forget to cancel original. Ultimately we may be able to offer appointments for both Nurses and Doctors where they can select from a drop down list for each appointment, therefore allowing correct time to be factored into appointment; but this is for the future.

**Equipment fund:** Dr Campbell outlined the thinking behind this new initiative and members were very keen to go ahead. Lots of 'gadgets' were discussed including 24 hour blood pressure machines, remote testing, defibrillators etc. It was agreed that we would need a target to aim for. A member thought they maybe able to obtain funding from local Church for 2013. We would be able to advertise this on our website and with posters. To be discussed again at our next meeting.

#### **A.O.B.**

The accessibility of Patient Records at Accident & Emergency departments at local hospitals was discussed and members were assured that only the Out of Hours GP's can access our files as they can log-on to our computers from TCH and this would only be done with patients permission being given at the time of access.

Christine explained about the **Cheshire Health Record**. GPs have signed up for this but we are not 'live' yet. It is an electronic record which contains patient demographics and medicines you take, allergies you suffer from and any allergic reactions you have had. This is different from the National Summary Record, as the Cheshire Health Record has been put together in collaboration between the PCT, GP leads and the local Healthcare Community Providers but patients can choose to 'opt out' in the same way as the National Summary Record.

It was queried about how we supply word documents as a member had a slight problem opening our RTF files. Other members had not experienced any problems. Liz will ask advice from the Cheshire ICT department.

Dr Campbell gave out posters regarding the Countess of Chester Hospital Annual Members' Meeting to be held on Tuesday 2<sup>nd</sup> October 2012.

**Date and time of next meeting:** To be held at the beginning of 2013, date and time to be advised.