

## MINUTES OF PATIENT PARTICIPATION GROUP MEETING HELD ON TUESDAY 19<sup>TH</sup> MARCH 2013.

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

**Apologies received** from 1 member.

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

A member talked about the Tarporley neighbourhood plan where the following points were discussed:

- Plan has been delayed by Cheshire West & Chester. A questionnaire is being sent out to residents.
- TCH having a meeting to discuss plans for a possible new building.
- There are *aspirations* to move the Hospital and Doctors surgeries to the outskirts of the village, thereby freeing land up in the centre of the village for more housing
- The planning group will be in touch with both surgeries to discuss their forward planning in relation to growth of village and how surgeries will cope.
- Property developers forecasting 40% growth over 20 years.
- The parking of cars on Park Road – possible removal of trees allowing cars to park at an angle.
- Different areas of possible new building sites for housing were discussed.
- **Barrow** has a different problem i.e. they do not need any more affordable houses, just more suitable houses for residents who want to downsize.

**Winter Newsletter:** All members received this via email and it was put up in a few local halls and passed to neighbours/friends. Liz will send out again next time. A question was raised regarding the Patients' Charter, Liz to check if this is linked on the website and how we cater for different disabilities on our website. Christine explained how the content of our website is pre-determined partly by the WCCCG.

**Equipment Fund:** The nurses had been asked if there was any equipment they thought we could raise money for and they suggested a new Blood Pressure Machine. We have recently had a new 24 hours BP machine, subsidised by the PCT.

A discussion then took place about home monitoring and Dr Campbell said that patients do use these and the British Heart Foundation does recommend various makes/models for patients to purchase.

**Dr Oliver** has settled in well and is getting to know our patients.

**District Nurse** Jane Caine has been replaced by Sharon Williams. The District Nursing is definitely a 'team' and this needs to continue when employing new staff.

**Telephone system:** The concerns over getting in touch by telephone were again discussed. The surgery has made more appointments free for booking on the day in the earlier part of the week, which does help. One suggestion by Dr Campbell was reintroducing 'book on week' system, this to be looked into. Our telephone lines are not just busy with patients wanting to book appointments. Patients ring to ask for their prescriptions, hospital appointments, test results etc. Also members of staff need to use the phones for contacting patients, hospitals re test results and although they can use the fax line telephone number, this is not ideal. At the Branch sites the receptionist also has to book patients in as well as doing prescriptions and answering the telephone.

On the plus side, the reception staff have staggered their early morning start with one receptionist coming in at 7.45, one at 8.00 and another at 8.15 to help alleviate the early morning rush of calls. We also have a new receptionist starting on Monday 25<sup>th</sup> which will also help.

A suggestion was made to help free the phones lines by patients being made aware that they can email their prescription request rather than use the phone. Posters could be put up in surgeries, details highlighted on website and flyers put with prescriptions.

**Prospective New Members:** 2 patients had expressed an interest in joining our Patient Participation Group and a number of opinions were expressed:

- Skills base – what skills do we all possess?
- As we are all so friendly, our patient members tend to forget that the Doctors Surgery is actually run as a business.
- PPG set up by a government initiative.

- The PPG is a voice to be used at our meetings and with friends and neighbours.
- Concern expressed that the meeting is mainly about Tarporley and not as much about our branches and surrounding practice areas.

It was agreed that two new members would be most welcome. Christine Kenyon will contact them to invite them to our next meeting in June.

**IPQ REPORT:** The findings of our recent survey were discussed:

Members had a copy of the percentage scores for this year, last year and the National benchmark.

**About the Practice:** Our scoring has improved slightly with the 'telephone access' once again being low. The new chairs in Tarvin are a hit and 'comfort in waiting room' score has improved. Tarporley waiting room is going to be looked at to see if any improvements can be made, although size is an issue, especially for confidentiality at the window. Waverton waiting room is owned by the village hall so would be difficult to change. Our Radio system was discussed and it was decided that no matter what radio station you play, it will not please all!

**About the Practitioner:** The scores in this area are very impressive with all scores being well above average.

**About the Staff:** The scores are just over the national average and have been going up steadily over a number of years.

**Finally:** (This section includes complaints/compliments; illness prevention; reminder system and second opinion/complimentary medicine) Scoring for this section was much the same compared to previous years and the National Average.

**Note:** The patient members of the group thought that all Doctors and Staff do a terrific job at the practice.

One member gave a personal feedback to the Waverton Surgery whom she thought provided a brilliant service recently.

Dr Campbell will be completing the Action Plan on behalf of the group with the Telephone System and Waiting area being the main priorities.

**NHS111** – Launch date Thursday 21<sup>st</sup> March 2013

Dr Campbell gave members details of the new NHS111 system which replaces the NHS Direct. This service has not had much publicity.

When patients telephone this number they will be asked questions whereby they will either be given medical advice, directed to someone who can help i.e. an Out of Hours doctor or Community Nurse. The call centres may not be local. The onus is on the patient to contact the surgery if that is the advice given. The NHS111 emails practices detailing what information has been given to its patients, which has to be checked by practises three times a day.

The decision of change this system was made by Whitehall. If patients call NHS Direct they will be redirected to 111. Our answer phone messages will be changed accordingly. We will also update our website.

**WCCGROUP:** Dr Campbell had been to a recent training session regarding the West Cheshire Clinical Commissioning Group and members were given a handout explaining the work of this new group which replace the PCT which was very informative.

**Tarporley Cottage Hospital:** One of our members had used the Physiotherapy department at the TCH recently and commented that it was much improved and was pleased with the service provided. Doctors do carry out minor surgery at the hospital. They are looking to expand other services, including an aortic aneurysm screening service, and to expand ultrasound services away from hospitals. Private screening was discussed.

**Date and time of next meeting: Tuesday 25<sup>th</sup> June at 2.30 pm**