

## PATIENT PARTICIPATION GROUP MINUTES

Minutes of Patient Participation Group Meeting held on Tuesday 25<sup>th</sup> June 2013.

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

**Apologies received** from one member and another apologised the following day.

Dr Campbell gave members the sad news that one of our members had passed away suddenly at the weekend.

Two new members were welcomed and members who had arrived introduced themselves and Dr Campbell gave a brief outline about what the PPG does.

It was noted that members would like a reminder email sent a few days before the meeting, Liz will send.

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

### PPG ANNUAL REPORT.

The main points from the action plan were discussed as follows:

- **Telephone System:** A new telephone system has been installed which gives the practice more lines. The telephone calls are queued with the first 3 calls on hold being told that the lines are busy but the call will be answered shortly and the other callers are asked to phone back later as the surgery is busy. Members pointed out that they now don't have the ring back option but other members thought that this didn't always work. Dr Campbell told the group that we have now put 'book on week' appointments. This means that if patients phone on a Monday morning and there are no appointments free they will be able to book certain appointments for later that week, rather than having to ring each day. Patients still have the option of booking up to four weeks in advance. If patients' illness is an emergency, details can be given to the receptionist and they will see if patient can be seen either during surgery or at the end – a type of triage. We are doing our best to be flexible with ¼ of appointments given out on Monday morning for the rest of week.
- It was suggested that we could put a telephone message on the new system about ringing for test results/hospital results between 2 and 4 pm and Prescriptions between 9.00 and 12.30 am. Liz to check website to see if it is clear re timings and also Pharmacy opening times.
- **Waiting Rooms:** The practice is looking into purchasing new chairs for the waiting room at Tarporley. It was thought that chairs at Tarvin would be too large, so a smaller version is to be sourced. As the Waverton waiting room is shared with the Village Hall these cannot be replaced, but we are looking at new chairs for consulting room. Ways are being looked into as to how more space could be made for the Pharmacy at Waverton, maybe a possible switch around with reception. A member asked if Dr Campbell had heard anything about a new chemist possibly opening in Waverton, but he hasn't. The practice would be notified if anyone is thinking of doing so.

- Two of the surgeries at Tarporley (3 and 4) are having new clinical flooring fitted in July which will be durable and washable.
- **Car Parking:** A member was asked if there was any news from the Parish Plan re Car Parking.
- Local car parking is being looked into and a Neighbourhood Plan has gone out to the local community and parking is included in this plan. The trees on Park Road are protected so taking these down to enable cars to be parked diagonally, would be expensive. Mr Collier has been approached about selling part of his land (say 20/30 metres) but he is reluctant to do so.
- The deadline for completed questionnaires is 20<sup>th</sup> July and then they will be analysed.
- 2 persons are due to talk with both practices at the Health centre to get their views on forward planning, but are waiting for the analysis from questionnaires.
- The new housing in Tarvin and Tarporley was discussed. The practice has put an extra Nurses surgery on in Tarvin on a Thursday morning to help cope with increased capacity.

**NHS111** Dr Campbell advised the meeting that this lasted 36 hours before the system crashed due to not enough people manning phones and lack of clinical knowledge. For the time being the old 'out of hours' system is back in place with the previous staff being recalled to man the system.

There is no NHS Direct as this is now run by NHS111. One member spoke of her good experience with NHS111 when she used it recently, with the person she spoke to being very helpful and informative.

Members felt that the 111 number is easy to remember but could maybe get confused with the police line 101.

**Recruitment to Healthwatch Cheshire West:** Members were sent details of this via email. One of our members has applied to join but it is a slow process.

**Paul Bujac** was introduced to the group and talked to members about his role in PPG in Wirral and his project with the new West Cheshire Clinical Commissioning Group and local PPG

Mr Bujac is a patient at the practice and also works part time in the Computer Science Department at the University of Chester.

Background to his work with the NHS: The local Primary Care Trusts contacted the University with a view to looking into social media and how it could help with patient engagement, via Facebook/Twitter and other social media tools.

Patient Participation Groups from the Wirral got together via PPG Chairs and Practice Managers to see if social media could be effective. They held monthly meetings and forums with approx 10 people representing 7 practices.

Social media was tried out with three groups who had enthusiastic chairs, to set up weblogs and facebook pages. The impact was limited but they did receive feedback.

This project ended early this year and all went quiet until the WCCCG got in touch with the University and a new project was formed with funding from the WCCCG and help from Debbie Smith the Patient Engagement Manager.

There was a presentation at Ellesmere Port for PPGs in early May and there is another meeting for PPG Chairs/Practice Managers on Wednesday 3<sup>rd</sup> July 2013 from 1.30 pm to 3.30 pm, 1829 Building, Liverpool Road, Chester. All are welcome. A lot had been learnt from the Wirral groups and the CCG is committed to listening to PPG.

It is Mr Bujac's view that PPGs need to be more effective and work more with patients with communication being critical. PPGs need to communicate with each other to exchange ideas and maybe together they could be more effective when putting across their point of view to the CCG's.

Dr Campbell explained to members that the 2013/14 Enhanced Services directive asked the practices to set up the PPGs and he feels that our group does represent the population we serve and that there is nothing in the guidelines asking us to link into the CCG or other PPGs. Our PPGs do look ahead at development of services via the results from our surveys and do not have to report back to the CCG.

Mr Bujac recognises that PPGs need better support and the CCGs are trying to help them become more effective.

A question of the group was then asked: Which areas could Social Media help. Here are some of the views given:

- Would allow patients to comment on what is going on.
- Would give the PPGs a chance to talk to each other rather than wait 3 months for the next meeting.
- Our website not interactive enough – very static
- PPGs getting together to share good practice.
- All have common problems – i.e. appointments and DNA's (Patients who do not turn up for appointments and do not let us know)
- Could build on work done from Wirral
- All aware of what other PPGs doing

Mr Bujac continued about how the WCCCG can give us support via Social Media if we want it i.e. associated weblog linked into website and forums for all West Cheshire PPGs.

Further questions/thoughts:

- Good idea to share with other PPGs – do other groups do anything different from our group?
- Could set up meetings with rural PPGs as they would experience similar problems
- Some rural PPGs are dwindling in numbers
- City PPGs encounter a different type of problem due in part to location
- The rural practice managers do have their own meetings
- Transport was discussed – is there a local group that helps with transport for the elderly in getting to and from hospital? It was suggested that the PPG could find out. TCH might possibly know.
- Benefit from training. The CAB could help us develop this.

Mr Bujac was thanked for his talk and the members would discuss the possibility of his joining our group. He reiterated how he would like to join and left our meeting. Mr Bujac left his contact details with members.

A general discussion ensued with regards to Social media and the effect on the practice.

Both negative and positives came out of the discussion. One main problem envisaged is that patients could use this type of media to just voice their complaints – NHS Choices has a platform for both negative and positive feedback and the surgery has no control when negative feedback is placed on this site. Maybe there is a ‘happy medium’ with regards to Social Media.

**Equipment Fund:** This was discussed and there is an account held for this but as of yet we have not done any active fund raising. We have to be careful with TCH needing funds also.

The group then voted in favour of Mr Bujac joining our PPG.

Dr Campbell then called for a volunteer to be our Chair person and after much discussion Mrs Betty Manford was elected. There will be a permanent invitation for Dr Campbell to attend the PPG meetings and the practice to provide admin support. Dr Campbell was voted Deputy Chair.

Details of various local events were given out:

St Lukes Ball at Tirley Garth

Hargrave and Huxley ‘Happy Days’ weekend – 28<sup>th</sup>/29<sup>th</sup>/30<sup>th</sup> June, including concert Rose Queen, opening by Beth Tweddle and Fish & Chip Supper barn dance with a Sunday service on the 30<sup>th</sup>.

Nantwich Show – Betty has tickets.

TCH – an event on 4<sup>th</sup> July. The hospital has a new website where details of upcoming events can be found.

A few topics discussed at the end of the meeting were:

PPG Minutes could be placed in waiting rooms.

Forward plans are helped by survey results.

The other Doctors in the Practice see the PPG minutes so are aware of what we do and these are useful at practice meetings.

Capacity at Tarvin was discussed again..

Handouts: BMA – ‘Want the real story about what’s happening in the NHS’

**AOB** Our two new members gave their email addresses to Liz and are both happy to be included in the group mailing.

**Date and time of next meeting: Tuesday 3<sup>rd</sup> September at 2.30 pm**