

PATIENT PARTICIPATION GROUP MINUTES

Minutes of Patient Participation Group Meeting held on Tuesday 3rd September 2013.

Present: Dr P.A. Campbell, Mrs Christine Kenyon, Mrs Liz Heidenreich, Mrs Betty Manford (Chair), Mr Ron Chisnall, Mr. Peter Dobbs, Dr Paul Bujac, Mrs Margaret Waltier and Miss Nathalie Gresty

Apologies received from Mrs J Appleby.

Not present: Mrs R. Rosney

Our new Chair (Betty Manford) opened the meeting and invited everyone to introduce themselves with names and where they lived, to give members an overall view of the geographical make-up of our group.

Minutes of the last meeting were looked at by all members and the following discussed:

- **Telephone System:** We can not put a telephone message on the new system about ringing for test results/hospital results and Prescriptions at specified times as the new system hasn't the facility to do so.
Betty expressed concerns that patients are unable to use 'ring back' with the new telephone system. The practice is encouraging patients to do prescriptions via email and we are also in the process of setting up the on-line appointments system to enable patients to order their prescriptions this way too.
A question was asked if blood tests could be done on-line and the answer to this is not at the moment as it is difficult to put Nurses appointments on line as the length of their appointments times vary according to the nature of the appointment.
A question was asked if patients would be able to text the surgery and ask for a receptionist to phone them back, if patients are unable to get through on the phones lines. Unfortunately this is impractical at the present time.
The **Bunbury** practice was discussed with the question being asked if this surgery did better than ours re telephone appointments: They have fewer patients and more capacity. Their purpose built building also has the capacity to expand, as does the new surgery at Frodsham.
- **Medicine Manager:** Mr Chisnall had read on our website that we have a Medicine Manager and he asked about her role. She deals with quality issues regarding prescribing and queries on medication. With her work we aim to improve efficiency of medicine management, increase patient safety and reduce waste.
- The subject of the **minor ailments** scheme at chemists was brought up, whereby some chemists have the facilities to prescribe prescription only drugs and have small areas for examining patients. The Chemist in Tarporley has this facility, as does Boots at Cheshire Oaks. Patients did not think that the chemists in their areas have this facility. Patients have to be registered for this service. Training would be needed to carry out this work.
- **Health Watch, Cheshire:** Mrs Manford asked Mrs Waltier is she had heard anything further and Mrs Waltier said she has done the safeguarding training.
- **Transport:** Mrs Manford asked if anyone had done anything with regards to local transport: Barrow village has a local initiative via the Church to transport the elderly to and from pharmacies and local surgeries but this was not a complete success. Tarporley does have a shuttle bus. Members to ask parish councils etc to find out what services are available and report back to Mrs Manford.
- **Citizens Advice Bureau:** Mrs Manford mentioned training for staff re benefits available for patients, but there is a charge for this training.

- **Equipment Fund:** Mrs Manford asked for ideas from the floor as she felt the group needed motivating to move this initiative. Dr Campbell will get together with the other Doctors and see what could be useful. Betty will hopefully be able to get a donation of £250 from Huxley Church via the Village Fete proceeds. Would other members be able to get any funds from local events? Mr Chisnall expressed a view with regards to the surgery not being a registered charity, unlike the Tarporley Cottage Hospital. Dr Campbell suggested that any fund raising be kept low-key as this had been done this way successfully by other practices.
- The role of the PPG members was discussed with regards to our patients knowing who they are. The question was raised about why we did not put names on minutes when on the website. The reason for this was due in the main, to patient confidentiality and also when the PPG was formed, this was the directive given by the then PCT. Members of the group were asked if they minded their names being made known and they agreed unanimously to this. The group felt that now patients could get in touch with them.
- **Waiting Rooms:** The new flooring in surgeries 3 and 4 at Taporley had been done. Dr Chappell has drawn-up some ideas for changing the layout of the rooms at Waverton and this needs looking into in more detail. As these are not our premises permission would have to be sort and if any changes go ahead it may mean having to close the surgery for a short period of time.
- **Car Parking.** Members commented on how difficult it had been to park at the surgery today. Dr Campbell said he had noticed that the school had done a staggered leaving for the new pupils at the school and this could have been the reason. Members had not realised that school parents used the car park. Mr Chisnall was asked if the Parish Plan had got any further with car parking in Tarporley in general. There had been over 600 replies to the Neighbourhood plan questionnaire, with the results now being collated, which was proving to be a bigger job than first thought. The decision to overturn the planning application at the bottom of Nantwich road now meant that this development was now going ahead, with the good news being that the junction may now be able to be improved. A discussion then took place about taking on more patients at our practice. It was felt that a new practice for Tarporley would not be an option for at least 10 years, as new practises have recently been built in the area, i.e. Bunbury & Frodsham and there is a new one being built in the centre of Chester. The history of how Bunbury acquired there building was given by Dr Campbell.
- **WCPPG Meeting** attended by Dr Bujac and Mr Chisnall: Members had been given the minutes from the meeting. Following are issues brought to the meetings attention by Dr Bujac and Mr Chisnall:

All PPGs appear to have different arrangements, with some having a budget to hire halls and expenses and some groups hold their meetings without surgery staff involvement. Most have regular meetings, but some of the groups do not. There is no standardisation.

The CCG want to have a working relationship with the existing PPGs. Pam Smith who is a layperson on the Trust Board and who is funded part-time by CCG is setting up a formal forum meeting at the Cheshire View for PPG Chairs or representatives. The present funding for the PPGs runs out in March 2014.

Christine Kenyon asked Dr Bujac about the work he did with Wirral PPGs and why they disbanded. Dr Bujac explained about his work with these groups and social media, which he thought was perhaps “being ahead of themselves”, with regard to where PPGs were at that time. Things were learned from this project.

The next **WCPPG Meeting** will be held at the Cheshire View on 24th October at 1.00 pm
Persons going to meeting are: Mrs Manford, Mrs Waltier, Mr Chisnall and Mrs Sorensen. Dr Bujac would be there in his official capacity.

Mrs Manford asked members to consider what involvement they want with the WCPPG. Peter Dobbs expressed his concerns about how we can go to other groups when we don't know a lot of our patients' views. A discussion followed on how we can get patients views. It was felt that if you walked down Tarporley High Street and asked members of the public they would not know what a Patient Participation group was. The practice advertises the groups on their website and in their newsletters. Mrs Waltier asked where the Newsletter was placed and Liz advised the meeting that a laminated copy was kept in all waiting rooms as well as copies to take away by patients. It was also put on the website and members of this group were sent a copy which they could distribute locally. Christine Kenyon explained about the Tarvin parish council having a link to our website on their webpage and also Mr Dobbs had put our newsletter on Barrow's website.

CQC Information – will be on next month's agenda. Members were emailed details of this.

NHS111/GPs' Re recent press coverage. In this area the original out of hours system and telephone number remains. At some point the service will be put out to tender again. Members talked about recent items in the media regarding receptionists doing 'triage'. Dr Campbell explained that our receptionists would pass on information about a patient to our Doctors and relay information back to patients where necessary.

Dr Campbell's report: The new flooring at Taporley and the Waverton surgery were mentioned.

Staffing: Sister Anne Smith is retiring in October. She started at the surgery over 30 years ago, as a receptionist and then trained to become a Practice Nurse and will be missed by all. We have been lucky to have an experienced Nurse, Sister Sue Allen who is joining us on the 7th October.

Dr Campbell explained about the new **Direct Enhanced Services** (funded by NHS England) which are:

- 1) Risk Profiling and Care Management Scheme.
- 2) Facilitating timely Diagnosis and support for people with Dementia.
- 3) Remote Care Monitoring (preparation) Scheme
- 4) Improving Patient Online Access.

Mrs Waltier then asked about funding/targets. Dr Campbell and Christine Kenyon explained that the practice does not get paid if the targets are not met and these increase each year, making some of the targets difficult to achieve. The practice has to contact patients to come into the surgery to meet some of the requirements of the targets.

There are: Direct Enhanced Services; Nationalised QOF; Local Enhanced Services which cover ECG's etc; Local Quality Targets – local consultations for Community benefits.

The results of these targets are published but not comparable as this would be impossible to do.

Dr Campbell discussed the possibility of having a Community Ultrasound at the TCH and all agreed it was a good idea.

After the above discussion Mrs Manford thanked Dr Campbell and the practice for all they achieve.

Local Villages: Phil Miles has expressed an interest in coming to our group to talk about Tarvin Parish Councils website. The group discussed this and decided to ask him to come along and talk about the expansion of Tarvin Village instead. Christine is to ask him. As mentioned previously, Peter Dobbs has put our newsletter on Barrows website.

World Sepsis Day: Peter Dobbs shared with the group the facts about this condition and members had a poster with facts from the UK Sepsis Trust. This condition often gets 'brushed under the carpet' and has little funding. The dwindling effect of Antibiotics in general was discussed.

AOB: Dr Paul Bujac sent members a 'Project Review and Outline Guide' as part of the University of Chester's Social media Project with West Cheshire Clinical Commissioning Group to support PPGs.

Dr Bujac gave an brief overview of this documents. Mrs Manford thought that there was some things we could take on board. The 1st step would be communicating with patients.

Dr Bujac thought we could help make the journey better for all. He asked if members had any questions? No one had.

Vaccinations: The current vaccinations are Rotavirus, nasal flu for children and shingles for the 70 year old and 79 year olds.

The group realised that we had no member from Tarvin. Liz is to do a poster to advertise the PPG specifically for Tarvin.

Date and time of next meeting: Wednesday 13th November at 2.30 pm

(**Note:** The practice staff asked if the group wanted them to be at the next meeting and it was agreed they did, together with Dr Campbell as they need his clinical input)