

Patient Participation Group – Dr Campbell’s Practice

**Minutes of the meeting held at 2:30pm on Tuesday, 5th September 2017,
at the Health Centre, Tarporley.**

Attending:

Paul Bujac (Chair), Ron Chisnall (Secretary), Margaret Waltier, Keith Barker, Liz Johnson, Nathalie Gresty, Jon Levenson, Peter Dobbs.
Sue Dewhirst and Dr Campbell attended from 3:00pm.

1. Apologies: Janet Appleby

2. Minutes of the previous meeting (21st June 2017):

The minutes were agreed to be a correct record and were signed by Paul as the Chair.
(Note to Sue: These can now be published.)

3. Matters arising:

3.1 Liz had attended a meeting with the CCG to discuss how best to promote the ‘extended hours’ pilot. She reported that there were four other PPG representatives present. The City Walls representative had noted that the meeting should have taken place before the launch of the service. Liz reported that in her experience the on-duty phlebotomist was often significantly underemployed. Sue added that many of the patients of this practice had declined an extended hours appointment saying that they would prefer to attend here. John reported, however, that he had attended an extended hours appointment for a blood test at the Countess and had received a brilliant service. So quick, in fact, that there was no car park charge (i.e. less than 20 minutes parked.)

3.2 The Tarporley Carnival itself had been a great success with good weather throughout the day. Our stall, however, had received few visitors – although one had been our MP. We had, however, shared our stall with Karin Daelemans, the Tarporley War Memorial Hospital Director, who had explained to quite a few visitors that the Hospital is a charity and therefore needs active financial support from the community if it is to stay in business.

3.3 Jon reminded the practice that he had suggested a revised script that is heard by patients calling by telephone, if the line is busy, which would be best spoken by Dr Campbell to give it more gravitas. Sue said that she would consider this proposal now that the holiday season is over.

4. Review of Tarvin on-line demonstrations:

4.1 Paul reported that about a dozen had seen the demonstrations at the Tarvin surgery. However, most of these had seen the invitation via the local on-line information system and were already computer literate. Most, we believe, asked at reception for the necessary information so that they could join the system. Sue reported that you can now join the system for the basic service from the ‘Patient Access’ screen. The system checks that you are registered as a patient at the selected practice before letting the application proceed. It was reported, however, that there is a problem for two, or more, registered patients who share the same email address. Ron further reported that when you navigate to this practice from the ‘Patient Access’ screen, it is shown as: ‘Chappell, O’Callaghan, Kent, Dr P A Campbell’ – clearly out of date.

4.2 It was noted that one-to-one demonstrations are an inefficient way to show the system and it would be better using a big screen to a much bigger audience. Paul said that in the right circumstances we would try to do this. Jon further suggested that the doctors should promote the system during a consultation. Sue added that this would be true in an ideal world but she thought that in practice it was best handled by the administrative staff. Paul proposed that we, and perhaps Dr Adey's PPG, should rent a room in the Tarporley Community Centre to demonstrate the system. We have the equipment to show this to several people on a large screen. A late afternoon session would probably work best to pick up parents collecting children from school and those returning from work. But the secret would be in good advertising perhaps using publications such as Tarporley News.

5. Dates for future demonstrations:

5.1 Sue would address this issue now that the holiday season is over. These might be at sessions for just this practice but the observation made in para 4.2 about may be pertinent.

6. On-line systems and e-consult:

6.1 There was some discussion about the workings of the current system and of its penetration into the local community. Sue said that the number registered is only climbing slowly but the number actually using the system remained as a modest fraction of this. Ron noted that, under the medical history section, medicines prescribed for acute conditions were not recorded. Additionally, medicines prescribed by consultants were not recorded unless they were to go on the 'repeat prescriptions' list. He suspected, however, that such information arrived at the practice on paper and this could generate a considerable administrative load. Nevertheless, he had assumed that letters from consultants would be scanned and entered into the 'consultations' section.

6.2 The e-consult system had been piloted recently in a number of practices. In Dr Adey's practice, the take-up had been modest but overall it had attracted enough use for the CCG to fund a larger trial across the entire region. Sue said that it would go live in this practice very soon and would need to be accessed from the practice web site. She described how the system works and added that PPG members could test it provided they clearly marked their submission as TEST so that spurious complaints did not find their way onto the screens of actual doctors. She further said that following the CCG-funded trial, individual practices would have to make their own assessment of its effectiveness for them and decide whether to take out a private contract with the developer and supplier.

Secretary's note: Access to the system is now available via the web site.

7. Working with Dr Adey's PPG:

7.1 Paul reported that there were ongoing discussions with the chair and secretary of Dr Adey's PPG covering areas of common interest. Most recently there is a consensus that we should write a joint letter to persons, as-yet unknown, enquiring from a PPG perspective about the lack of progress in assessing the joint proposal to build a new medical centre. Such a letter would, of course, only be sent with the consent of the two practices. See below for further information.

8. Progress report on practice development:

8.1 Dr Campbell confirmed that there is still no progress on this matter. He further confirmed that no practice in this CCG had received funding under this heading and believed that this also applied nationally. He noted that if this project were to go ahead then any new building would belong to the NHS and be maintained by NHS Property Services. He told the meeting of some poor experiences relating to this set up which had, to some extent, dented his enthusiasm for the project. However, the possibility of a joint letter from the PPGs was

not ruled out and that Paul and his opposite number from Dr Adey's practice should discuss the matter further and involve the practice managers.

9. Any other business:

9.1 Sue confirmed that the local primary school had received planning permission for a significant extension and that this would inevitably make access to the practice more difficult on occasions.

9.2 It was noted that the PPG membership details are again out of date. Ron will update the list which should be displayed in the waiting room and added to the practice web site. He will add the new list as an addendum to these minutes. Members should note, in particular, that Margaret has a new email address.

9.3 Sue noted that Winter flu jabs are now available and that the clinic dates are on the web site. You should contact the surgery to make an appointment.

9.4 Dr Campbell confirmed that the 'system', operated by Public Health England, routinely invites men in their 65th year to attend an AAA screening. (Abdominal Aortic Aneurysm). But men who were already older than this when the procedure started have never been offered screening. It was noted, however, that there is a self-referral system for those so affected.

10. Date of next meeting:

Tuesday, 16th January 2018.

PPG to meet at 2:30 pm. Practice staff to join at 3:00 pm.

WRC 12.09.17