

## **Patient Participation Group – Dr Campbell's Practice**

**Minutes of the meeting held at 2:30pm on Tuesday, 16<sup>th</sup> January 2018,  
at the Health Centre, Tarporley.**

### **Attending:**

Paul Bujac (Chair), Ron Chisnall (Secretary), Keith Barker, Liz Johnson, Peter Dobbs,  
Janet Appleby.

Dr Campbell attended from 3:00pm.

**1. Apologies:** Nathalie Gresty, Margaret Waltier, Jon Levenson, Sue Dewhirst.

**2. Minutes of the previous meeting (5<sup>th</sup> September 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** There were no matters arising at this time.

**4. Requirement for more demonstrations of on-line systems:**

**4.1** Paul reported that Sue had said that she would like the PPG to do more demonstrations of on-line systems. Paul would discuss this with her when she returned. He noted that members had discussed that there was little room at the surgery to do this effectively. It was thought that hiring a room locally would not be successful because we would not attract people away from their busy lives. It would be better to add demonstrations onto existing events such as WI meetings, Probus lunches and U3A gatherings.

**5. On-line systems and e-consult – progress report:**

**5.1** Detailed information about usage of existing systems would need to come from Sue. Dr Campbell reported, however, that there had been some usage of the e-consult system although some of this had been purely experimental.

**6. Working with Dr Adey's PPG:**

**6.1** This is ongoing and mainly focussed on work relating to a possible new practice building. See below for further information.

**7. Progress report on practice development:**

**7.1** Paul reported on the joint letter sent by the two PPGs to Jeremy Hunt (Health Secretary) and Simon Steven (Chief Exec, NHS England) expressing our concern about the lack of information about the bid for a new practice and asking them to let us know what is happening. A copy was sent to Antoinette Sandbach, the local MP. Both Jeremy Hunt's Department and our MP confirmed that the West Cheshire Clinical Commissioning Group were responsible for managing this proposal. The Chairs of the two PPGs have now written to Jonathan Taylor, Head of Communications at the CCG, asking for a meeting to discuss several topics and to make sure that patients at the two practices can have appropriate input.

A copy of this letter will be emailed to PPG members separately.

**7.2** Dr Campbell added that, regardless of the technical proposals, there were financial considerations which had to be acceptable to the partners in the two practices. Being asked to commit to a 25-year lease with NHS Property Services might not be an attractive proposition. He also added that there were high level discussions taking place about the future 'shape' of General Practice and it would be important to be sure that any local bricks-and-mortar proposals would be compatible with long-term thinking.

## **8. Report on impact of school building work:**

**8.1** Paul reported that he had attended a meeting at the school at which the Project Manager had outlined the plans for the major school extension. The next-door bungalow had been bought and has now been demolished. This has provided space for a site compound and, so far, there has been no serious impact on traffic flow. However, there may be a subsequent impact from more parents delivering and collecting children at the enlarged school. This may be aggravated by the reduced capacity at the British Legion site as building work takes place there.

## **9. The HealthBox – a new initiative in Tarporley:**

**9.1** *Healthbox* is a registered Community Interest Company (CIC), a not-for-profit organisation, committed to benefiting the local community. It is already operating in some local villages and is just starting-up in Tarporley. They are currently collaborating with and advertising through the doctors' practices. It focuses on healthy living and runs free courses on 'Strength and Balance', 'Healthy Cooking', 'Living Well with Long-Term Conditions' plus others of a similar nature. It is currently funded by the West Cheshire Clinical Commissioning Group under the banner 'Rural Living Well Project'.

(Secretary's note: I have put Healthbox in touch with Tarporley News to get better publicity.)

## **10. Developments in the Rural Alliance among local practices:**

**10.1** This is a development from the local cluster of practices into a working alliance among more practices – but all of a rural nature. It comes out of the CCG planning proposal: '*Changing Health and Care in West Cheshire.*' It is focusing currently on the better integration of health and social care which is a major problem in freeing-up hospital beds and seen to be more difficult in rural areas.

## **11. Any other business:**

**11.1** Dr Campbell said that there was a considerable number of missed appointments at the practice. It wasn't clear whether offenders had simply forgotten, couldn't make it or just got better. It was suggested that an automated system be installed which would send out text messages reminding patients of appointments. It was noted that these systems seem to be effective and are increasingly used by a wide variety of businesses. It was noted however that information about a patient's contact details must be up to date and that patients must have the necessary technology.

**11.2** There was general discussion about the 'Improving Practice Questionnaire'. Most of the results were better than for practice averages. The practice scored below average in areas which are well known and refer to difficulties in getting through on the telephone in the morning, the general business of the practice and getting appointments with a preferred GP. Overall, Dr Campbell said that he was generally pleased with the outcome.

## **12. Date of next meeting:**

Tuesday, 17<sup>th</sup> April 2018.

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