

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

**Minutes of the meeting held at 2:30pm on Tuesday, 17<sup>th</sup> April 2018,  
at the Health Centre, Tarporley.**

### **Attending:**

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

**1. Apologies:** Margaret Waltier.

### **2. Minutes of the previous meeting (16<sup>th</sup> January 2018):**

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 not otherwise on the agenda.

**3.2** Paul introduced our new member and welcomed him to the meeting.

### **4. On-line systems including e-consult – a progress report:**

**4.1** Dr Campbell reported that this practice is making good use of the system. In the last week of February, the practice was recorded as being in the top six of all practices in West Cheshire for use of the system. Over one hundred visits had been made to the system and twenty-four of these had been submitted for review. Not all of these had resulted in an appointment, but it was assessed that fourteen appointments had been saved. Some of the other visits to the system were for administrative reasons – and others were clearly explorative.

**4.2** It was noted that current use of the system is free to practices but at some time in the future this would not be the case and practices would have to make a judgement about the system’s actual worth to them prior to incurring a licence fee. Sue said that at the present time there is insufficient data to even begin to think about how that judgement would be made.

**4.3** Ron noted that very few patients he had spoken to (from this and other practices) know anything about the system. Very few patients ever consult the practice web site, where it is prominently promoted. And many make infrequent visits to the actual surgery where there is a large free-standing banner display. This is another area where the PPG could help take-up of new systems if a way could be found of letting us communicate with the patient body without revealing their personal data. (And without the practice being seen as advertising itself.)

**4.3** Other electronic systems were being used at about the same level as previously.

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

**5.1** Following the previous discussion, Sue said that booking appointments and repeat prescriptions on-line definitely saved staff time in the admin office. She is keen to increase usage and would welcome support from the PPG. It was noted that our attempts so far had only addressed a very small proportion of those registered with the practice and we should try to increase our coverage. It was agreed that our demos worked best when someone was in the practice for some other reason and Paul would talk with Sue about using some space in the access areas to the two practices.

## **6. Working with other 'Rural Cluster' PPGs:**

**6.1** Paul had attended a meeting of PPG chairs from practices in our Rural Cluster which had been hosted by the Practice Manager from the Tattenhall Practice. The Rural Cluster consists of the practices in Kelsall, Tarporley (2), Bunbury, Malpas and Tattenhall. Each cluster (not necessarily rural) is structured to have a population of about 30,000 patients and should be largely self-sufficient in terms of day-to-day medical care without patients having to travel to major hospitals. The development of clusters is a major plank in the strategic plan for Primary Care services in our area of the North West and comes out of the CCG planning proposal: '*Changing Health and Care in West Cheshire.*'

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

**7.1** Paul reported that there was little to report on this topic but the next meeting of PPG chairs was soon and he would raise the issue then. Two issues may be significant in relation to this topic. First are the developments in the Primary Care area as discussed above. Secondly is the proposal being put to all regional GPs and the NHS that the four Clinical Commissioning Groups in Cheshire should merge.

## **8. The Health Box – report on developments:**

**8.1** It was noted that none of the proposals that had been reported at our last meeting seemed to have come to fruition. It was suggested that there had been insufficient uptake for the proposed courses and they were not financially viable. The local CCG was funding the Health Box proposed activities so budget constraints may have been significant.

## **9. NAPP – progress report and conference:**

**9.1** Members thought that the content of the NAPP newsletters was always interesting and often relevant to our own circumstances. However, no one was interested in attending this year's conference in Nottingham. Members agreed that we should remain as NAPP members.

## **10. Developments with the Rural Alliance:**

**10.1** This topic is dealt with under heading **6** above.

## **11. Is GDPR going to affect us?**

**11.1** Sue said that arrangements for updating data protection arrangements in the practice were in hand to meet the more stringent requirements of the GDPR legislation. Advice is being received from the NHS.

**11.2** At the level of PPG members, we all have contact details for each other and this information is published on the practice noticeboards and in other documents. It is implied on becoming a group member that that some contact data will be made public. Perhaps new should make this clearer to prospective new members.

## **12 Tarporley Carnival. 14<sup>th</sup> July:**

**12.1** Ron noted that a stall had been booked again for the upcoming event. He commented, however, that we need some extra incentive for people to visit us – PPG matters by themselves seemed not to be enough. He is in touch with a member of the Jigsaw Medical team who lives in Eaton and who has been doing defibrillator training at the Jessie Hughes village hall. He is considering moving our stall next to the Jigsaw ambulance and asking her if she will do some defibrillator training between the ambulance and our stall.

## **13 Any other business:**

**13.1** Nathalie reported that she had attended one of the practices outstations recently and, while there, collected pieces of literature that were considerably out of date.

**13.2** Jon said again that he is willing to help the practice communicate with the patients in any way that is helpful.

## **14 Date of next meeting:**

Tuesday, 17<sup>th</sup> July 2018 in the Health Centre, Tarporley.  
PPG to meet at 2:30 pm. Practice staff to join at 3:00 pm.