

Minutes of the Neston Surgery PPG meeting held on 24 November 2014

Present: Sue Gould (chair), Heather Elkin, Dr Vikki Arista, Alan Golbourne, Sheila Kennedy, Lesley Bell, Joyce Coburn, Alan Coulter, Eleanor Braceland, Ann Flanagan, Yvonne Williams, Michael Darby, Katherine Culshaw, John Ward

Visitor (for part 1 of the meeting): Lesley Thompson of the Cheshire Carers' Group

1. Lesley Thompson spoke of support provided to carers by the Cheshire Carers' Group, which covers Cheshire West and Chester. A carer is a person who, unpaid, looks after another person. The carer is usually a family member or friend of the cared-for person. Lesley visits GP practices and ensures that information about the carers' service is kept up to date. Carers need to be supported by GPs as carers often neglect their own health because they put the cared-for person's wellbeing first, sometimes neglecting their own health.

Vikki commented that carers are named in the health records of cared-for persons.

GPs can promote carers' roles by providing information via:-

- notice boards
- newsletters
- information directly to patients

There is also a carers' helpline which can provide help to carers or can signpost carers to relevant support agencies.

Ann Flanagan spoke of the great support that carers' groups provide and the help that is available in, for example, obtaining aids for the home or providing advice about benefits available.

2. Apologies for absence had been received from Kath Roberts, Grahame Owen and Deborah Pickering.
3. The minutes of the meeting of 24 September 2014 were approved, subject to the addition that Eleanor Braceland had sent apologies for absence from that meeting.
4. Matters arising
 - 4.1 A notice had not yet been added to the waiting room information screen that patients are normally able to choose a preferred consultant when using the Choose and Book system for hospital referrals. **ACTION: HEATHER ELKIN**
 - 4.2 The waiting room information screens had not yet been updated to advise patients that they could provide feedback to the practice via the website or via the suggestion box. **ACTION: HEATHER ELKIN**
 - 4.3 In response to a question about lunchtime closing, Deeside Pharmacy had responded that this had been their practice for many years. However, they have

also said that they will consider opening at lunchtimes if there is sufficient demand. They will carry out a customer survey to gauge the demand for lunchtime opening. They have confirmed that they are closed on Saturdays.

- 4.4 With regard to the suggestion at the last meeting to set up a post box within the surgery, Sue commented that there had been some follow up discussion about possibly setting up a blog on the surgery website. Heather would speak to the website manager about this. **ACTION: HEATHER ELKIN**
5. Congratulations were extended to the winners of the Practice Team award of the Royal College of General Practitioners, Mersey Faculty earlier this month.
6. Correspondence received since last meeting comprised:-
- Life Story Network/Cheshire West and Chester Council collaboration on Dementia Strategy events
 - Wirral Community NHS Trust Magazine
 - Consultation document from NHS England re health information and its formats
 - Reminder re Healthwatch's online GP questionnaire
7. Update on carers' matters
- Ann Flanagan reported that there were only 7 out of 26 carer link representatives at the September meeting. Some people had expressed difficulty in attending the venue, the 1829 Building in Chester. The group felt that carers' information provided by leaflets and cards was more effective than online information. David Harvey, Chief Executive, is keen to promote the fact that patients and their carers have a right to have a formal assessment of their needs. Ann will attend the next meeting on 16 December and give feedback at the January PPG meeting.
8. Local organisations for inclusion in surgery information
- Two organisations put forward at this meeting were Making Space and Family Tree.
9. Progress on Action Plan from the in-house patient survey
- Heather reported that the practice was not yet satisfied with the proposed system to contact patients by text message for appointment reminders, and for normal blood test results. The system currently proposed has no mechanism for cancelling any text reminder if the patient cancels their appointment. No other actions had been implemented so far.
10. Progress on hospital discharge surveys
- Two issues of individual cases had arisen from the survey; these two issues did not reflect the cross border issues between Wirral and Cheshire. One issue concerned Alder Hey Children's Hospital.

The second issue concerned accessing physiotherapy services at Murrayfield Hospital. It is the case that Neston patients can only access physiotherapy services at Murrayfield if the patient has had surgery there, and this physiotherapy is normally limited to a maximum of 6 sessions. It is understood that Rob Nolan (Director of Contracts for West Cheshire CCG) has been approached to investigate the possibility of commissioning further physiotherapy services at Murrayfield.

From the survey responses, no general issues had been identified to take forward to Rob Nolan. However, Heather asked that individuals do continue to advise her if any after care issues arise following discharge from “out of area” hospitals.

11. Report from the surgery’s involvement in Neston Community Day on 10 October
Several members of staff from the surgery, including all of the doctors, had attended the Neston Community Day and had spoken to people about health matters during the event held at the Friday market in Neston.
12. Update from the surgery team:-
It was reported that Dr Evans has left the team – his time spent at the surgery had been greatly appreciated.
13. AOB
- 13.1 CQC banding: It was reported that the recently produced “CQC Priority Banding for Inspection” for the surgery was Band 6, the lowest “risk” banding for inspection.
Post-meeting note: The surgery is no longer listed as having a “CQC Priority Banding for Inspection” because a full inspection report has recently been published.
- 13.2 Friends and Family Test: Heather reported that patients would be invited to complete a Friends and Family Test from 01 December. The test could be carried out online or by completing a paper questionnaire. Because many patients are disinclined to complete questionnaires, Heather asked would any PPG members be prepared to attend the waiting room to encourage patients to complete the questionnaire. The commitment would be expected to be for about an hour, sometime over the next few months.
Alan Golbourne, Lesley Bell, and Sheila Kennedy volunteered to take part in this activity. Other PPG members were invited to contact Heather if they would like to take part.
14. The next meeting will take place on WEDNESDAY 21 JANUARY at 7pm. Kate Sharp from the Integrated Care Team will attend this meeting,
15. The March meeting will take place on MONDAY 23 MARCH at 7pm. Louise from Wirral Council’s Road Safety Team will attend this meeting to inform us on their ‘Safer for Longer’ campaign.