

Minutes of the Neston Surgery PPG meeting held on 21 January 2015

Present: Sue Gould (chair), Heather Elkin, Dr Vikki Arista, Alan Golbourne, Sheila Kennedy, Lesley Bell, Eleanor Braceland, Ann Flanagan, Yvonne Williams, Michael Darby, Katherine Culshaw, Peter Folwell, Grahame Owen, Kath Roberts, John Ward

Visitor (for part 2 of the meeting): Kate Sharp, Team Manager of the Neston Community Care Team

1. New member, Peter Folwell, was welcomed to the group and introductions were made round the table.
2. Kate Sharp spoke of the Community Care Team (CCT) which has been together since September 2014 and is based at the Neston Clinic, next door to the surgery. There has been a slow launch of the services provided by the team, largely because it has taken some time to get all of the professionals together in the one place.

The CCT is an integrated health and social care team which includes nurses, therapists and social workers who work alongside GPs to support patients at home.

Kate described integrated care as:-

- an approach to prevent gaps in care resulting in adverse outcomes for patients
- providing the right care at the right time in the right place
- promoting independence
- reducing hospital admissions

The service provides a single telephone contact number for all of the professionals providing the service, and a key worker within the team is responsible for ensuring that care is co-ordinated for each patient.

Sheila Kennedy asked how “cross border” issues affect how the service is provided to Neston patients after discharge from, say, Arrowe Park Hospital. Kate advised that she is to meet with the Discharge Team at Arrowe Park Hospital next week and she will work with them to achieve the supply of good information to the CCT when patients are discharged from hospital. Kate is aware that approximately 95% of Neston hospital admissions are to Arrowe Park Hospital.

Kate handed out copies of a leaflet about the work and objectives of the Community Care Team. She agreed to come back to the PPG and speak again about the service in 12 months time.

3. Apologies for absence had been received from Joyce Coburn and Alan Coulter. Deborah Pickering has resigned from the group because of family commitments.
4. The minutes of the meeting of 24 November 2014 were approved.

5. Matters arising

5.1 There had been no further response from Deeside chemist regarding closing at lunchtime. Heather was hopeful of a response by the March meeting.

ACTION: HEATHER ELKIN

5.2 A completely new waiting room display system had been installed since the last meeting. The practice was attempting to deal with initial problems with the system, e.g. the sound did not yet work and certain types of files could not be uploaded to the display, including WORD and Powerpoint files.

ACTION: HEATHER ELKIN

John commented that he had seen the same system in use at a practice in Chester and there were common issues evident in the two locations:-

- The health messages were currently mainly NHS messages, rather than practice-specific messages
- Much of the text is in a font size too small to be legible from the chairs in the waiting room
- Some of the messages become partly superimposed on others

Heather advised that these issues would be investigated.

ACTION: HEATHER ELKIN

5.3 Heather advised that it is still intended to display notices about the patient's right to choose their consultant led team under the Choose and Book system of hospital referrals, and about patient feedback

ACTION: HEATHER ELKIN

5.4 Following discussions with the practice website manager, Heather advised that blog services were not offered by the website provider. It may be possible to set up a third party blog facility with a link to the practice website, but no action was proposed to take this further at this stage.

6. Correspondence received since last meeting comprised:-

- Appointment of Kulvinder Hura as Clinical Commissioning Group Lead, replacing Pam Smith
- NHS England Contractual requirements for Patient Participation Groups
- Easy Read five Year Forward View for the NHS
- Consultation around changes to podiatry Services in West Cheshire

These items of correspondence had been read prior to the meeting by members of the group, and no action resulted for the group.

7. The Pulse Breaking News Article re GPs ringing patients over a weekend was not discussed at the meeting.

8. The blog forwarded from Dr Zoe Norris – "Reality of being a Doctor in Today's NHS" had been seen by the group before the meeting. Vikki commented that the descriptions given in this blog were also very representative of GP experiences in our own surgery.

9. Feedback from Eat Well and Be Active Stakeholder Event
Joyce Coburn had attended this event and had provided detailed feedback by e-mail. Some 26 or more actions had been suggested at the event, around themes of promoting healthy eating and healthy lifestyles.
10. Update on Carers' Matters
No-one from the group had been able to attend the last Carers' Meeting on 16 December. Heather would find out when the next meeting will take place.
ACTION: HEATHER ELKIN
11. Details of any further local organisations for inclusion in Surgery information
It was noted that there had been a lengthy list of local organisations sent out with the consultation around changes to podiatry services in West Cheshire. It was felt that this could possibly be used to add organisations to our own practice list. Heather will contact CWP to ask for contact details of these organisations.
ACTION: HEATHER ELKIN
12. Article in Wirral Globe from Wirral NHS re attendances at AandE and other services available
Sue showed a newspaper article signposting people to alternatives to Accident and Emergency services for other than non-genuine emergencies.
13. The next PPG Chair Meeting would take place on Thursday 29 January – Sue invited comments from the group to take to the meeting.

The next meeting/workshop would take place on Monday 20 April. Anyone interested in attending the workshop was asked to let Sue know. **ACTION: ALL**
14. The practice expressed thanks to Alan Golbourne for his help in encouraging patients to participate in completing the Family and Friends Test forms in the waiting room.
15. Other surgery news
 - Congratulations were extended to Dr Sophie Harris who has had a baby boy.
 - Two new GP registrars would be starting work at the surgery in February.
16. 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.
17. Frequency and timing of meetings
After a discussion about the frequency of meetings, it was decided to continue to hold the meetings at two-monthly intervals.
The May meeting will take place on **WEDNESDAY 13 MAY at 7pm**.