

Minutes PPG meeting 24th September 2014
Neston Surgery

Present- Sue Gould (chair), Vikki Arista, Heather Elkin, Grahame Owen, Kath Roberts, Joyce Coburn, Alan Coulter, Alan Goulbourne, Sheila Kennedy,

- 1) New member Michael Darby welcomed to group who amongst his roles has been involved in GP recruitment. Also welcome to Carolyn and Paula, secretaries at the surgery, invited to meeting to explore choose and book queries.
- 2) Apologies from Ann Flanagan, John Ward, Yvonne Williams, Lesley Bell. Olive McDonough has resigned from the group. Vikki offered to take minutes in John's absence.
- 3) Clarification/agreement of minutes 7th July 2014.
Choose and Book discussion led by Grahame-patient choice as per the constitution but can be part of consultant led team and must be clinically appropriate. Patients may be seen in private hospital providing there is a NHS contract. Carolyn added that when a named consultant is requested for a referral they look on the C&B to see if this is an option. Sue had been able to enquire about the waiting times for 2 named consultants when she had been referred. Sheila had only been given the hospital as option but this was over 18 months ago.
ACTION-CONSIDER PUTTING ON OUR WAITING ROOM SCREEN THAT PATIENTS DO HAVE A CHOICE IN WHO THEY SEE WHEN REFERRED.
- 4) Vikki updated group on the Vanguard Project which is due to start soon-an early visiting service with 2 local surgeries to get patients who need admitting in earlier in day and possibly reduce need for overnight admission.
Sue informed us that there's a £5 charge for the Simple Guide to the NHS.
We discussed the organisations we had come across in area both private and voluntary. Heather discussed the integrated care team which is up and running now based at the clinic and incorporating district nurses, community matron and social services. There is local carers centre 08000850307 and as a surgery we have a list of registered carers which needs to be expanded. Vikki discussed Making Space which supports those with mental health problems, learning disabilities and dementia-helps build skills and confidence for 18yrs and over and for their carers. Tel 07843 268111/01606 606694 Lindsey Weston. Sheila mentioned Family Tree based on Wirral who are a charity also helping mental health. Tel 0151 488 8159. Chair Aerobics is based in Neston on Friday mornings in united reformed church for older people to meet and stay fit. Vikki also mentioned Home Instead based on Wirral who for £13/hour will take people out or be companion. Sheila also mentioned Ann Jones based at Age UK who helps local people.
Heather also briefed group on CQC visit which went well and a report is on website. Michael asked about feedback when doctors running late which we discussed and looked a benefit v quality of service.
- 5) Discussed using a postbox in reception for contacting members PPG to perhaps make suggestions for improvements but not complaints. Decided that as there already is a suggestion box perhaps to update screens in waiting room to inform people ways they can communicate via website or suggestion box.
ACTION - UPDATE SCREENS TO INFORM PATIENTS WAYS TO COMMUNICATE.
- 6) Discussions around correspondence received since last meeting. Snow Angels now on CH64 area website. WCCCG National GP patient surgery carried to next meeting in John's absence. Sheila attended the Wirral community Trust AGM.

- 7) Update on carers matters-Ann not present but confirmation that David Harvey and Lesley Thomas attending November meeting.
- 8) List of local organisations provided by Sue-see attached.
- 9) Sheila Kennedy reported back on PPG chair meeting and afternoon workshop. Summary attached.
- 10) In house survey is on website but there has been a poor response to discharge surveys with only 6 returned.
- 11) October 10th is Neston Community Day and surgery to be represented with a stand manned by Tina our HCA and to provide cholesterol, glucose, BP and weight monitoring to patients
- 12) Surgery update-registrars leaving imminently and Dr Quereshi has had a baby boy. The warfarin monitoring is switching to Chester in October. Vikki discussed enhanced service for avoiding unplanned admissions which is presently running-those having been identified as high risk have individualised care plans in place and this will need reviewing and auditing. Heather has invited the integrated care team to one of our meetings (scheduled January) Heather also updated grouping plans to alter cancer care in the area with some services moving to Liverpool-she has a booklet for anyone needing more information.
- 13) AOB. Alan Coulter had a very positive consultation at the Chester pain clinic and had written to his GP Dr Perkins. He also wished to query why Deeside chemist closed over lunch and also on Saturday.
ACTION-HEATHER TO MAKE ENQUIRIES.
- 14) Date and time of next meeting 24th November Monday and 21st January 2015 Wednesday.