

## Minutes for Patient Participation Group Meeting - Wednesday 13<sup>th</sup> May 2015

Louise Codman from Wirral Councils' Road Safety Team joined us to talk about her work around the 'Safer for Longer' campaign.

**ACTION:** Louise to send Heather a poster to be displayed in the surgery advertising the campaign. If enough interest is shown, a local workshop can be arranged.

1. Apologies for Absence - Joyce Coburn, Peter Folwell, Sheila Kennedy.
2. Non Attendees - Yvonne Williams, Alan Coulter, Claire Smith, Dee Bolger (virtual member).
3. We welcomed a new member, Judith Creswell and as usual introduced ourselves
4. The resignation of John Ward due to family commitments was noted.  
An appeal was made to subsequently appoint a replacement minute taker for this and future meetings. No volunteer came forward and the chair agreed record this meeting but was not in agreement that this should be a regular occurrence nor that Heather E or Dr Arista should be expected to do so.  
**ACTION:** Request for a volunteer to be carried forward to July 2015 meeting. It is stated in the current Terms of Reference for the meetings that a member of the group will take on this role.
5. An agreement of the minutes from the Monday 23<sup>rd</sup> March 2015 meeting was reached
6. The vote for a new chairperson was uncomplicated as there had only been one nomination - Peter Folwell. This was seconded by Michael Darby and carried unanimously by the attendees. He will begin to chair the meetings from July having previously met with Heather E and Sue G to discuss the agenda etc.
7. Actions/Matters arising other than on the agenda as separate items
  - any further response from Deeside chemist re closing at lunchtime  
Heather has been unable to elicit a response from the owners but in their defence they have been extremely preoccupied with the implementation of electronic prescribing.  
**ACTION:** Heather will contact them again and the item will be revisited at the next meeting.
  - progress with new waiting room information screen/notices re choose and book/patient feedback  
There are to be more surgery specific information added to the screens soon.  
**ACTION:** An update will be sought at the next meeting.
  - extension of timing of the outcome of podiatry survey  
No further information has been forwarded re this either to the surgery or at the recent PPG Chair meeting.  
**ACTION:** An update will be sought at the next meeting.
8. The group were reminded of the correspondence received since last meeting - namely that the latest PPG Chair meeting documents are now on the web, an invitation to a Stakeholder Event, and notification of an Afternoon Tea and Reminiscent Event to be held in Neston Library on Wednesday 20<sup>th</sup> May.
9. Grahame O had raised the issue of phlebotomy appointments following his recent experience of a long wait and the inconvenience it caused him. A request was made that it be minuted that neither the PPG or the surgery are happy with the current wait of 23 days. Heather E outlined the various problems surrounding the wish to extend the service and we were advised of the steps that the surgery is investigating to improve the situation.  
**ACTION:** Progress on the proposals to be revisited at the next meeting.

10. Grahame O had asked for information on when the surgery would be extending their current online access to personal medical records. Heather E outlined the various problems surrounding this service and reported that there were no current plans for the surgery to extend their involvement, given the problems. It was reiterated that any patient can see their medical records in the surgery if they submit a written request with a reason for the viewing. In this situation the surgery is required to remove any third party comments from the records before the patient is given access to them
11. Eleanor B and Sue G had an e mail correspondence re Pharmacy First. It was noted that if a patient attended a pharmacy for advice/medication for the published list of ailments and did not currently pay for prescriptions, the pharmacy would not make a charge. It was discussed that, as always, there is a section of the population who are on the borderline income for free services and cannot always afford the cost of say multiple item prescriptions.
12. The draft PPG Survey of 2015-16 was discussed and its method of distribution debated. Alterations were suggested and it was agreed that the document would be redrafted and circulated to the group for final alteration before being distributed. A decision was made to ask the GPs to distribute the surveys in the hope that the survey will be received as being of more importance, the correct age group will be targeted and a better response will be achieved.  
**ACTION:** Document to be redrafted by Heather E, circulated for comment in a timeframe. The GPs involvement to be secured and the survey to be distributed in June with review of its response rate using this method of distribution at the next meeting
13. Ann F reported back from the Carers Meeting she attended on the 23<sup>rd</sup> April 2015. Only 8 people attended and Ann questioned the appropriateness of her attendance as some of the issues were totally surgery related. An interesting presentation had taken place with regard to young carers, it being reported that there are 4,000 registered young carers in our area with the certain knowledge that many more are unregistered for various personal and social reasons.  
**ACTION:** Heather, Jane and Ann to liaise with regard to Jane (the surgery's care coordinator) attending the future meetings on the 21<sup>st</sup> July and 2nd October 2015. If Jane attended instead of Ann, an assurance was given that the group would be kept informed of the relevant items of interest.
14. As usual the group were asked to submit details of any local organisations they are aware of for inclusion in the surgery's file. Michael D reported through him using his contacts with the police, this had resulted in their being in touch and being able to assist the Integrated Care Team.
15. Sue G (Peter F is on holiday) reported on their behalf from the PPG Chair Meeting of Monday 20<sup>th</sup> April 2015. Report attached.
16. Heather reported that there is a meeting this Friday to discuss the proposed extension of the early visiting service which has been hugely successful in our surgery. The meeting is around funding as unlike other initiatives e.g. the provision of physiotherapy in a surgery, there is to be no further monies awarded to the surgery to continue this valuable service.  
**ACTION:** Heather E to report on the outcomes of the meeting in July
12. Next meeting Monday 13<sup>th</sup> July 2015 when we will welcome our new chairperson and review the current Terms of Reference of the group.  
**ACTION:** Sue G to re-circulate the Terms of Reference, with comments and suggestions brought to the July meeting.
13. It was decided to leave the arrangement of the date of September 2015 meeting until the July meeting When it would be arranged to suit the diary of the new chairperson.

Report from West Cheshire PPG Chairs Meeting  
Monday 20<sup>th</sup> April 2015

Peter Folwell and I attended this event. The workshop in the afternoon was not well served with few people arriving in addition to the chairs already in attendance in the morning.

Because of the impending election, NHS England was not allowed to be represented at the meeting and this was a cause of concern amongst the attendees. A promise was made that someone would attend the next meeting so that members could express concerns directly.

A lot of time was taken discussing the Vanguard Programme and the Prime Minister's Challenge Fund and some of this was revisited in the afternoon session. There are 29 pilot vanguard sites looking at new ways of working, involving patients more in their care and providing more seamless care. It is a 5 year national plan.

£3.7 million has been awarded to West Cheshire as part of the PMCF. Well being coordinators are working in Ellesmere Port, the Early Visiting Service is to be extended and Pharmacy First is being promoted. Help is being offered to GPs in the form of workshops especially in city areas where GPs are retiring or leaving early, reasons being given are stress and workload.

Four areas are to be looked at - one is achievement of excellence in hours of access with extended surgery hours being implemented in one practice per cluster area. Neston has been highlighted as a choice of venue for this. Better care for patients with long term conditions is being investigated as is extended local pharmacy hours in each area. Early morning opening is regarded as being more beneficial than later opening but patients views are being sought on all proposals.

Improvements in IT access are regarded as key to the success of all the projects being promoted and to this end £2 million of the £3.7 million is being used for this area. I expressed my opinion that this large amount of money should be spent on providing care rather than something that should already have been put in place although recognising that it is a shambles at present with very little facility to share patient information between areas.

A worthwhile comment was made regarding the analysing of the GP Satisfaction Survey Results in that it was not safe practice to directly compare GP surgeries which often have a wide variation in population size. Comparing a practice to the average results of West Cheshire was more favourable and accurate.

There was a very interesting presentation from the Walton Centre in Liverpool giving details of their new £40 million rehabilitation centre and their work in general. New ways of imaging and changes to some existing methods of doing so were fascinating, especially to me!

We then had table discussions on what makes a good PPG but unfortunately Peter and I had to leave before the end of the meeting so will have to await the minutes to assess the summary and whether we agree with their findings!