

Minutes PPG Meeting – 13.06.2016

Present: Atiya Alam-Jones (Practice Manager), Dawn Riley (Deputy Manager), Scott Ohnoutka (Medical Administrator), Greta Llewellyn-Jones (PPG Chair), Tessa Parkin, Roger Parkin, Michael Hemmerdinger, Patricia Vincent, Ronald Bryant, Julie Bryant, Jayne Muspratt, Angela Woodworth, Linnette Folkes

Apologies: Joanne Swift, Sarah Judson

Introduction: Atiya thanked everyone for coming.

Minutes from meeting of 14.3.2016 approved.

Very few members had received the minutes from the last meeting. AAJ reiterated that the minutes would only be sent to the members who attended the meeting and the members who had sent their apologies. The minutes would be published on the website.

Actions from the previous meeting 14.03.2016 all completed;

- PPG feedback on the next practice survey
- Formalise the terms of reference
- Design a new poster to help recruitment of PPG members
- Nurse Practitioner appointments online – these are available Monday, Tuesday and Wednesday making 36 weekly available appointments, Mr Hemmerdinger pointed out that the NP appointments are shown as community practitioner appointments, which could cause confusion among the patients
Action - DR will look into Patient Access to change it.
- Publicise PPG quarterly meetings on the practice noticeboard, website and newsletter

PPG Committee Group – Scott and Greta

- **Update on the equipment/projects fund** – so far the equipment fund has raised a grand total of £539.00 and this includes the grant that we finally received from the CCG. The Core Group have decided to split the funds into 'Equipment Fund' and 'Event Fund'. The PPG will organise fundraising for these two pots and it will be clearly stated for which pot the fundraiser is for. Scott will update the core Group with the accounts in the monthly meeting. Greta will sign the account off with Scott.
- **Joint working with NVS PPG** – Rachel Owen (PPG Chair) and Grace Marshall (PPG Lead) from Northgate Village attended our committee meeting on 2nd June 2016 to share their fundraising ideas. They have carried out similar activities to ourselves such as hampers and raffles and are raising money to buy children's furniture for their waiting area. They said they would be very interested in working with us to help promote health and wellbeing within the Fountains building and are happy for Greta and Scott to attend their PPG meeting in July.
- **Vote: one event or small awareness days** – due to the costs associated with running a big event in the Fountains the committee decided to bring this to the PPG meeting for a vote as to whether it would be more feasible to run smaller events monthly rather than an annual event. The group took a vote for those in favour of running smaller monthly health awareness days in the surgery, or to have one big event and the vote was 7/13 to have smaller monthly awareness campaigns. This would also give the PPG more opportunities to raise their profile and awareness among the patient population and hopefully gain more members.
- **Health Awareness Calendar** – Diabetes Awareness Week 12th June – 18th June 2016, the Elms are having a dress down day in aid of this and a volunteer is coming from Diabetes UK to help raise awareness on the morning of Friday 17th June 2016. It was thought this was also a good opportunity for the PPG Committee Group to have a table in the waiting area, to promote the PPG and raise money for the equipment fund by selling tickets for a hamper.

Another suggestion was to carry on having donations of second hand books and to permanently have a table in the waiting area with an 'Honest Box' for donations. If anyone has any unwanted second hand books in good condition and they would like to donate please bring to the Elms.

Atiya has also provisionally booked the Stroke Association to come to the surgery on Wednesday 27th July 2016 for the campaign 'Know Your Blood Pressure' (KYBP) to raise awareness. The Committee group to continue to organise monthly health awareness campaigns throughout the year.

Action- Scott will organise a Health Awareness calendar and present it at the next committee meeting on the 7th July.

- **University Art Faculty** – As of 28th July 2016 Chester Art Network will no longer be displaying their work at the Elms, they have chosen to carry on displaying their art work at Northgate Village Surgery. We feel that the walls would look bare if there is no art work, therefore the practice are going to approach the Art Faculty for Chester University to see if they would be interested in displaying their art work. This would also be an opportunity to hold an art exhibition which the Committee group can investigate further.

Action- Scott will approach the Art Faculty and organise a viewing with Atiya and Dawn. PPG members are most welcome to join in.

- **Free First Aid Training for patients** – Sarah Judson (PPG Committee Member) was chasing this with the British Heart Foundation and unfortunately there appears to be a charge for this but we are going to keep looking into it further.
- **PPG Awareness Week 6th – 11th June 2016** – unfortunately the PPG Committee Group found out about this at short notice and were unable to attend the practice. Scott and Dawn set up an area in the waiting room with information and leaflets to try and promote awareness of the PPG group and gain new members. Atiya also mentioned that the practice will be holding Saturday flu clinics and this will be an ideal opportunity for the PPG to get involved like previous years and raise their awareness.
- **National Association Patient Participation (N.A.P.P)** – The N.A.P.P was formed in 1978 and has over 30 years' experience in promoting, supporting and developing Patient Participation Groups. There is an annual cost to join of £60.00 initially and £40.00 annually thereafter. Attached to the minutes will be some information regarding the N.A.P.P and the web link to access for information: www.napp.org.uk. Greta would like the PPG to join the group and would like some feedback once members of the group have accessed to see if all PPG members are in agreement. Please send your feedback if you are in favour to join to elms.medicalcentre@nhs.net for the attention of Dawn.

Actions: PPG members to feedback to the practice their thoughts on the N.A.P.P website.

Atiya to ask city practices if any of them are members of the N.A.P.P and if so to get feedback for the group.

Cluster Collaborative Working

The cluster group involves 5 GP practices, The Elms, Northgate Medical, Northgate Village, Fountains and Garden Lane. The aim was to devise a nurse led service to provide a discharge assessment and care planning for patients over 65 years of age who were recently discharged from hospital, or have one or more long term conditions and/or are housebound. The Elms is pleased to inform that the pilot was successful and the Cluster has decided to revise the service and re- introduce it so that it is provided by the practice nurses. Our lead practice nurse for this will be Claire Andrady.

The 16/17 scheme aims to continue to improve patient outcomes achieved within 15/16 by asking for a focus on "frail" as well as "vulnerable" patients. The screening and assessment of frailty is evidence based and is not purely on the basis of age. In addition, the scheme plans to continue the integrated approach to working between Practices and Community Care Teams, bringing together processes so that patient's experience joined up co-ordinated care. Joint working will be key, as the West Cheshire Way progresses and for achievement of the CQUIN.

Carer Update

In 2015 the practice had 19 registered Carers. At this time the CCG introduced a new GP Carer Link for Cheshire and Warrington Carers Trust Jolene Weaver to help GP Practices in identifying and supporting Carers. Since then with the help of Jolene the practice has worked really hard as a team in identifying carers and we now have 198 registered Carers.

Patient Survey 2016/17

Actions identified from previous survey

1. Encourage and improve communication to patients regarding the services available at the local pharmacy (Pharmacy First)

- Website and Practice noticeboards updated with the details of Pharmacy First
- Regular newsletter articles on minor ailments and self-care
- Improved communication with the local pharmacies to ensure that they are also promoting the initiative.
- Staff training to signpost calls appropriately

The pharmacies have been contracted by the WCCCG to provide this service. The funds have been reallocated from primary care into this minor ailment scheme to ease the pressure of access on GP Practices. If patients are not seen by pharmacies and are referred back to the GP unnecessarily, the practice logs these incidents so we can provide an analysis and feedback. Services provided by Pharmacy First will be attached to the minutes.

2. Length of the waiting time for patients that are attending booked appointments

- Increased catch up slots on clinicians that are regularly running late
- Increased awareness through waiting room posters to encourage patients to book double appointments if booking for more than one problem
- The clinical system reviewed so that receptionists are able to book double appointments for patients requesting to see clinicians for more than one problem

3. Be proactive at giving information to patients regarding their long term conditions and involving patients in the decisions about their care

- Clear defined roles and responsibilities for the nurse team so that the appointments are booked appropriately
- Regular training and educations for the practice nurses on their speciality services
- Improved communication via website and newsletters on long term conditions
- Practice Nurse leaflet to inform patients of the various specialities available at the practice.

Feedback and suggestions on the survey content

Attached to the minutes are the questions from our survey 2015/2016. We would value feedback and suggestions from the group for our patient survey for 2016/2017. Please bring any suggestions to the next meeting on Monday 12th September 2016 or please email to elms.medicalcentre@nhs.net for the attention of Dawn. We are hoping to run the practice survey from November 2016.

Elms Staff Update

Part Time Medical Secretary – Sarah O’Connell will be starting on the 1st July 2016.

Full Time Advanced Nurse Practitioner – David Greenhalgh starting on the 3rd October 2016.

DNA Appointments Update

When we first introduced MJOG text messaging service there was a great improvement with the figures. Since then there has not been any significant reduction in the DNA figures. The practice has decided that it is not cost effective to continue to send DNA letters to patients. With immediate effect letters will be stopped; although we will continue to record in the patients’ records and if patients continue to DNA, the Clinicians will be notified and they will speak to the patients during their consultations. We feel that this would be the most effective way to coach the patient on this matter. PPG members agreed and pointed out that they would like to be updated on the DNA rates regularly.

Any Other Business

Patient feedback – thank you to the diabetic team for their continued help and support.

Suggestion – would it be possible for staff to say their names when answering calls. If a patient is asking for advice or following an issue it would make life easier for the patient if they had a name to ask for.

Action: Atiya will bring this up at the next staff meeting in June 2016.

PPG MEETINGS SCHEDULED FOR 2016/2017

Monday 12th September 2016 @ 4.00pm

Monday 9th January 2017 @ 4.00PM

This will also be displayed in the surgery and our website.