

## Minutes PPG Meeting – 29.09.2014

**Present:** Dr McNutt, Atiya Alam-Jones (Practice Manager), Dawn Riley (Deputy Manager), Abby Jones (Medical Administrator), Michael Hemmerdinger, Roger Parkin, Tessa Parkin, Hilda Lloyd, Margaret Short, Gordon Cairns, Alison Gibbons, Greta Llewellyn-Jones, Jayne Musspratt, Pauline Corner, Joan Kidd.

**Introduction:** Atiya thanked everyone for coming.

### **Action Points from PPG Meeting 21<sup>st</sup> July 2014:**

From the action plans of the previous meeting there were 3 areas raised:

#### **1. Terms of Reference**

Forms to be given out to new patients wanting to join the PPG, VPPG or both and this is also to help get a formal register together for our VPPG. On the form there is a slip for patients to sign with their contact details and select either or both groups.

#### **2. Volunteers for Flu Clinics**

We have had a number of PPG volunteers to help with our flu clinics this year and we would like to express our thanks.

#### **3. DNA Letter & Practice Policy**

We are now using our new letter which is being sent after 2 DNAs with our practice policy which can also be found on our website. Our reception team check the appointments not attended on a daily basis. The DNAs will be monitored over the next 3 months to see if the new letter and practice policy are having a good effect on cutting down the number of DNA appointments.

### **Other Updates:**

#### **Guest Speaker – Lesley Thomson GP/Carer Link Development Worker:**

Lesley works for the Carers Trust and her position is funded by the CCG. Her role has been provided to help support the 36 practices within the Chester area to make staff and patients aware of carers and how to identify them in the practices. Lesley will liaise with and support the Carer Links in each practice and also give up-to-date information such as leaflets posters that practices can give to patients and display in the surgery. It was suggested to try and find out what other practices do and share best practice at the Carer meetings. If clinicians identify Carers, Carers Trust supply small cards with the helpline number 0800 0850307 where Carers can be signposted in the right direction for what they may need. These cards are in all clinicians rooms in the surgery. Lesley is also attending our Saturday flu clinic on 25<sup>th</sup> October 2014.

#### **Open Day for Dementia and Health Campaigns:**

The PPG Chair Committee decided that we would postpone until we have moved building where we will have a meeting room available to hold such campaigns. It was also suggested that child obesity would be a good topic for next summer to have an open day for too, and the PPG Committee are going to look into this.

#### **Friends and Family Test:**

This is a new contractual requirement from December 2014 for practices to offer all patients the opportunity to complete the test and to publish the results. It is for patients to provide feedback on the care and treatment they have received and to help improve services. The question being asked, 'How likely are you to recommend the service to friends and family if they needed similar care or treatment?'

#### **Ideas for Guest Speakers to attend PPG Meetings:**

The PPG Committee thought it would be a good idea to arrange for guest speakers to attend the PPG meetings. Ideas were put forward for Liaison Psychiatry, Dementia, Child Obesity, Student Union Representative (to get an idea of what students expect from their healthcare and maybe help to get a perspective from the younger generation).

**Healthwatch Update:**

Mr Cairns from the PPG Committee gave an overview of Healthwatch who is also the Vice Chairman for them. The surgery has leaflets and surveys currently in the waiting room. Healthwatch Cheshire West is an independent voice for the people to help shape and improve local health and social care services. They are currently looking for volunteers to become part of the team of 'Enter and View' to view services and help report on the quality and user experience.

**Welcome Dr Aidan Magrath:**

We would like to welcome Dr Aidan Magrath who is our new GP Partner and joined the surgery in August.

**Fountains Development:**

It was clarified that the parking for the first year will be £1.00 for 2 hours and that it is owned by the Council and will have free parking after 3pm. There is lift access for the health building only for patients. In the main foyer there will be a travel hub with bus and train timetables, taxi numbers etc. Our date for the move is hoping to be Friday 9<sup>th</sup> January 2015 and if agreed by NHS England the surgery will close at midday and out of hours will take over, to allow the practice computer system to be moved and ensure all up and running for when we open at the new premises on Monday 12<sup>th</sup> January at 8.00am. At the end of this year we will hopefully have electronic prescribing where prescriptions can be sent direct to a pharmacy for collection instead of having to come to the surgery which may help those who have difficulty getting to the surgery and parking. We will have a new telephone system which will have more incoming lines and be able to give patients message of where they are in the queue etc. Unfortunately we cannot keep our existing telephone number and in December we will have a newsletter dedicated to the new contact details which will also be displayed in the surgery and our website.

**A.O.B:****Practice In-house Survey:**

The practice is going to do an In-house survey this year running in November containing around 5 questions based on the running of the practice. It will not be done for individual Clinicians but the practice as a whole. If you have any suggestions for questions for the survey please contact [dawn.riley@nhs.net](mailto:dawn.riley@nhs.net) or put in writing to the Elms Medical Centre, Hoole Road, Chester CH2 3NH **no later than Friday 17<sup>th</sup> October 2014.**

**Student Induction Days:**

Unfortunately this year the University of Chester decided they were not inviting local GP surgeries to attend the student induction days and students were signposted to access information and register online. The PPG felt this was very poor as it is very important for students to have ongoing healthcare when living away from home and that they were not being encouraged to be proactive about this.

**Mobile Phones in Waiting Area:**

It was noted that we do not appear to have a sign requesting patients not to use their mobile phones. The general consensus was that in this day and age with peoples' busy lifestyles we couldn't request they are not used but consideration taken with noise levels and phones kept on silent.

**PPG Committee Chair Meeting:**

The date scheduled for the next meeting is Thursday 20<sup>th</sup> November 2014 1pm @ The Elms. These meetings are normally held once a month. If you would like to attend this please either contact the Secretaries (Vicki & Amanda) or Dawn (Deputy Manager) on 01244 354917 or email [elms.medicalcentre@nhs.net](mailto:elms.medicalcentre@nhs.net)

**Site Visit to New Premises for existing PPG Members:**

The practice is hoping to organise a visit before December 2014 for our PPG Group and we will keep you posted.

**PPG Meetings Scheduled for 2015/2016:**

**PPG MEETINGS SCHEDULED FOR 2015/2016**

**Monday 9<sup>th</sup> February 2015**  
**Monday 11<sup>th</sup> May 2015**  
**Monday 7<sup>th</sup> September 2015**  
**Monday 11<sup>th</sup> January 2016**

**Please ensure you make a note of these dates as we will not be sending invites or reminders at the time they will be displayed in the surgery and our website.**

**Attachment:**

Terms of Reference, if you are already a PPG member but have an email address and would like to be formally put on the VPPG, please sign and return the slip on the form. Many thanks.