

MINUTES OF THE PATIENT PARTICIPATION GROUP HELD ON TUESDAY,
13TH JANUARY, 2015

PRESENT:

MS ROSEMARY REBO (RR)
MR JEFF FAIRWEATHER (JF)
REV JOAN WAGSTAFF (JW)
MR PETER BUTTERS (PB)
MR PETER J BRETT (PJB)
MRS SUE ROBERTS (SR)
MRS DOT LAWTON (DL)

APOLOGIES:

MR Colin Rose (CR), MR Andrew Wagner

In the absence of the Chair, Colin Rose, Vice Chair, Peter Butters chaired the meeting

	ACTION
<p>Welcome New Members Mr Peter Brett joined the meeting, Peter Butters welcomed him to the meeting.</p>	
<p>Minutes of previous Meeting read and agreed.</p>	
<p>Terms of Reference and Ground Rules - no change.</p>	
<p>Actions from previous meeting Check who carer link is – DL DL Checked and Debbie Smith is still the Lead.</p> <p>Find out names of Chair Persons Write/speak to Debbie Smith to ascertain – DL She is still the PPG Lead. I asked her if the names and contact numbers could be shared with all of the PPG. Debbie felt that this was a good idea and at the next PPG meeting to be held at the Cheshire View, she would raise the issue of sharing information.</p> <p>Check if there was a cost to hiring Healthy Living Centre for an event – JF The Health Living Centre was fully booked. JF said that the Boat Museum could be hired. A full day cost would be £130, ½ day £72. They hire 7 days a week and will accept evening bookings. They do not supply drinks in the cost of hiring. If drinks are required, the cost is £2.40 per head. They also have classrooms with theatre seats which hold up to 100 people. Meeting felt the cost was very reasonable</p> <p>Questions collated from members - RR. RR gave meeting copy of all the questions she had received regarding what patients could be asked. The 4 questions the members had suggested for the questionnaire were as follows:-</p> <p>PB questions SR informed the meeting that question 1 he has raised are all covered by Extended Hours. Patients can book appointments of an evening and Saturday morning. These appointments help patients who work and cannot attend the surgery during opening hours.</p>	

Q2 We offer all patients health checks routinely.

Q3 The practice is unable to perform minor surgery. The practice would need an operating theatre. Hope Farm Medical Centre, Great Sutton Medical Centre, all have operating theatres and are able to perform minor surgery procedures. The Dressings Clinic deal with suture removals and dressings. If the practice Nurses were to offer dressings and suture removal, this would take them away from chronic diseases.

Q4 The practice offer all over 75 year olds health checks.

PB asked if it was possible for patients to be contacted regularly to ask if they are alright. SR said that there are over 5,500 patients registered with the practice. It would not be viable for every patient to be called. SR said that the practice is very proactive with offering health checks.

RR said that patients do not like questionnaires especially when they are not well and felt if a member of the PPG were to spend sometime in the waiting room, patients may feel happy to fill questionnaires in and PPG members could answer any questions patient may have. JF agreed, he had googled other PPGs. He was very impressed with the questionnaire they had used. He felt that a set of questions all could ask. SR said that there is a statutory requirement to ask patients, "Did you have great care today". A report is sent to NHS England.

It was felt if all the members had their photographs taken, patients could put a name to each member. PJB agreed it was a good idea to put faces to the Group.

SR told meeting that self-referrals to physiotherapy had gone live this week to access the pilot scheme. Patients are given telephone number by practice. Patient rings and they are given an appointment where they are triaged. RR asked do they offer chiropracter. SR said no it is physio.

PB asked if questionnaires were to be sent out. RR said no, they never get sent back. SR said that there is a lot of apathy in Ellesmere Port in regards to getting involved.

One question is "do patients not want to get involved because they are happy with the service".

SR said that the feedback from the flu clinics ranged from terrible to wonderful. PPG members who came to clinic were very pleased with the response to the book sale which in all raised £300 for cancer.

PJB suggested a designated telephone line for patients to contact PPG members.

JF asked how many complaints the practice received in a year. SR said about 4 per year. PJB asked how can a patient complain. SR said that a complaint can be received by email, verbally or written.

SR suggested that each member pick one question for each person, this would be a starting point for the survey.

RR suggested that it would be helpful if they asked patients in the surgery. SR said that she would be happy to put a table in the waiting room which could be manned by a PPG member. They could have questionnaires for patients who were happy to fill in while in surgery and a quantity of S.A.E.

The questions were chosen. See copy of questions.

	<p>JF asked if a copy of the survey questions could be attached to newsletter. SR said that would be fine. It was decided that:- PB would come in on Monday morning. PJB would come in on Monday afternoon. RR would come in on Wednesday morning. JF said he could not commit to a specific day, but would be happy to pop in. JW said she would not be able to help. CR and AW work full time. Badges table, notice on table questionnaire and envelopes to be provided.</p> <p>Practice Profile DL gave each member of the group a copy of the breakdown Practice Population by age.</p> <p>? Meeting to be arranged with York Road. Deferred until another meeting.</p>	
	<p>AOB Letter requested to be taken to PPG meeting.</p> <p>Access to a Pharmacy on a Sunday. 3 Pharmacies open until 7pm. SR said the practice had received a letter from a patient who was concerned that there are no Pharmacies open after 7pm on a Sunday. He had grave concerns regarding patients who required medication. SR said that the Out of Hours always carry medication, especially for children or patients who cannot wait until the morning. PB asked why Pharmacies do not stay open later. SR said contracts would have to be re-negotiated. They are National contracts.</p> <p>Copy of agenda West Cheshire Patient Participation Groups Chairs meeting given to Peter Butters as it was agreed he will attend due to Chair CR working full time.</p> <p>Meeting change SR asked meeting if they would like to make meetings every 2 months rather than monthly. It was suggested by PB that the next meeting could be held in February if it was held half-term week, hopefully CR would be able to attend.</p>	
	<p>Date of next meeting Tuesday, 17th February, 2015 at 6.30pm JW sent her apologies as she will not be able to attend that evening.</p>	
	<p>Meeting called to a close.</p>	

OLD HALL SURGERY PATIENT PARTICIPATION GROUP

Email: wcccg.ppgohs@nhs.net

Would you be interested if the practice offered a monthly one hour, group relaxation session, in the practice

Yes No

If Yes what time of day would be suitable

.....
.....
.....

Are you comfortable speaking to a Doctor on the phone prior to an appointment??

Yes No

If No why

.....
.....
.....

Have you ever missed or forgotten an appointment at the practice?

Yes No

Did you try and contact the practice?

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.....
.....

Are you satisfied with the service the practice offers

Yes No

