

MINUTES OF THE PATIENT PARTICIPATION GROUP HELD ON TUESDAY,
31ST MARCH, 2015

<p>PRESENT: MR P BUTTERS (PB) MR J FAIRWEATHER (JF) MR A WAGNER (AW) MRS S ROBERTS (SR) MRS D LAWTON (DL)</p>
<p>APOLOGIES: Miss R Rebo</p>

In the absence of Colin Rose, Chair, Peter Butters to Chair meeting.

	ACTION
Welcome new members - none	
No apologies received from Colin Rose and Rev J Wagstaff	
Resignations – none	
Minutes from previous meeting read and agreed	
Actions from previous meeting none	
<p>AOB</p> <p>New Flooring AW commented on the new flooring. He asked when it had been laid. SR said that the flooring had been changed 3 weeks prior. It had been done over 2 weekends.</p> <p>PB asked if the practice had paid for it. SR said that NHS England had offered each practice an improvement grant. The practice had put in quotes for the flooring . All the carpets had now been replaced in all consulting rooms, waiting room, patient’s toilet and entrance area. The patient’s toilet had a slightly darker colour to help the patients with vision impairment.</p> <p>AW asked if the practice had received 100% from the grant. SR said that the practice had received 75%. She had to produce 3 quotes to NHS England. All agreed that the practice flooring was an improvement and made the waiting room much brighter.</p> <p>Presentation of Patient Questionnaire Survey Update – RR Due to illness RR had been unable to attend the practice to conduct a further survey. Action: To arrange another date to attend surgery to conduct patient questionnaire follow up RR.</p> <p>Patient Participation Annual Report to CCG Copy of report sent to each member. All agreed no changes required.</p> <p>Influenza Uptake Results – SR Each member was given a copy. The practice was second highest on table for immunising the over 65 year olds.</p>	RR

The practice was 3rd highest for under 65 year olds who were in the at risk group. Patients who suffer with chronic liver, the practice was top.

The uptake of the children's flu (nasal) was quite low in the 2 year old group, but there was a slight improvement in the 4 year old group.

38% of the pregnant women had received the flu vaccination.

PB said that it was an excellent result. SR said that the practice had learnt a lot from running the flu clinic 2014 to previous years.

One of the negative points was that patients were not very happy at having to wait and the Saturday flu clinics for 2015 would go back to being held on 2 Saturdays not one.

The practice has ordered 1,500 vaccines for this year. PB asked how many had been given in the last flu season. SR said that 1,400 patient had received the vaccine.

Accessing Patient Experience SR Copy of survey passed to each member. PB said that at the last PPG Chair's meeting Dr Hue Charles-Jones had been surprised at the difference in 2 practices in Tarporley. AW informed meeting that even if 2 practices share a building, they will be run independently of each other unless they merge as one practice, so the data will always be different.

PB said that he had heard about a new development in Ellesmere Port. SR said that the project was still on the first rung of the ladder.

Cheshire West Council wants to centralise all services, Police, Fire, Ambulance, 3 GP Practices. It would be the flag ship regeneration for Ellesmere Port. SR said that it is in draft form at present. It would hold co-ordinated headquarters for Police, Fire, Ambulance, GP Practices. PB asked if they would remain separate practices. SR said yes. It would have sexual health clinics, physio, counsellors etc.

PB asked what would happen to car parking services for patients attending. SR said there is talk of a multi-storey or a raised underground. All of this will not happen before 2018.

SR said that Cathy Bedford, Practice Manager and SR, plus one GP from each practice will be attending the meetings.

SR said that Dr Clare Baker will be the Lead GP for the practice. She is at present on maternity leave.

AW asked would they be happy for the PPG members to make any comments. SR said that she is confident they would be happy to receive any comments and that she will keep everyone informed of the progress.

Contract – SR SR informed meeting that the Contract had now reached year end and had closed. The practice had reached 100% in all but 4 of the diabetic categories.

Kings Fund – SR The CCG have put a bid into the Kings Fund Innervation Fund. The CCG are looking to extend extended hours opening time to include a Saturday and Sunday and up to 9.30pm through the week.

Vanguard Pilot
Pharmacy First
Physio self-assessment
Money will continue.

The Physio self- assessment project has found that it is more successful when the physio is based in the practice. Patients seem more accepting of advice. Physio self-assessment is to be rolled out to Neston, then Chester City and then rural areas.

Wellbeing Co-ordinator The practice has a Wellbeing Co-ordinator, Barbara Flynn-Southern. She deals with social problems, not medical. She receives her referrals from GPs, Practice Nurses and staff. At present the role is still being tweaked.

Staff Training – SR All reception staff have now attended signpost training. This training is in how they can elicit from the patient the correct person to see. It is a non-intrusive manner of encouraging patients that attending the GP is not the correct person to see e.g. if a patient says they are suffering from whiplash, the receptionist can give the patient the telephone number of the physio, which means they will be seen much quicker.

Telephones – PB When collecting a prescription, he noted that the receptionist on the front desk had to answer the telephone. He thought that the receptionist in the file room and back office were the people to answer the phone, not the receptionist a front desk.

SR said that there are 4 lines coming in, 2 are ex-directory. These numbers are given to Health Professionals for easy access to GPs and Nurses. It would mean it was due to either staffing issues, e.g member of staff taking an internal phone call from GP etc, and that would mean the telephone at reception would ring and would have to be answered. GPs ringing back patients who have requested telephone access also has an impact on the telephones.

SR said she always monitors how long it takes for a receptionist to answer the telephone and the practice policy says it has to be answered in 3 rings.

Paperwork for next PPG Chair Meeting DL gave PB minutes of previous meeting and the agenda.

Cheshire Health Agency – SR

As of 1st April, 2015, Cheshire Health Agency will be disbanded. Practices have no idea where they will get their stock from.

Practice Staff Survey

SR said she had just filled in a practice survey on how many staff hours the nurses, admin, cleaners, gardeners do. She also had to breakdown into staff name, date of birth, address, NI number. In previous years she has never had to give that much information.

GP Update

Dr Griffiths will be back on 20th April, 2015

Dr Shaw will be retiring end of June

Dr Sznerch will be a Partner

Dr Birch has said he will be retiring in June, 2016.

Dr Griffiths will then become Senior Partner when Dr Birch retires.

Date and time of next meeting: Tuesday, 12th May, 2015, at 6.30pm