

## Patient Participation Group – Dr Campbell’s Practice

Minutes of the meeting held on Tuesday, 25<sup>th</sup> October, 2014 at 3:00pm

in the Meeting Room, The Health Centre, Tarporley

### Attending:

Dr P A Campbell, Liz Heidenreich – representing Denise Smith  
Paul Bujac (Chair, in Betty Manford’s absence), Ron Chisnall (secretary),  
Peter Dobbs, Phil Miles, Janet Appleby, Liz Johnson

### 1. Apologies:

Nathalie Gresty, Margaret Waltier, Betty Manford

### 2. Minutes of the previous meeting:

held on 19.8.14 in The Health Centre.  
Practice personnel attended.  
The minutes were approved.

### 3. Matters arising:

**PPG Terms of Reference** (Arising from discussions at meetings in September and October at which practice personnel were not present).

Various documents defining Terms of Reference for other PPGs had been discussed. One of these had been selected as most appropriate to our circumstances and edited accordingly. The final version was tabled and adopted by the meeting. It was noted that the document defined the conditions under which it could be amended. It was agreed that we should review how well we are meeting these Terms of Reference in six months time. These Terms of Reference are copied to PPG members along with these minutes.

### Doors into the Health Centre and Practices

Dr Campbell agreed that most of the doors in the building did not meet current standards for disabled access and were difficult for mothers with push chairs etc. He noted that these problems reflected the age of the building. This was one of the issues waiting for discussion with the Practice manager when she has caught up with her backlog.

### 4. Feedback from Self-Care Day:

- It was noted that £373 had been raised for the Tarporley Cottage Hospital. Of this, £220 had come from the raffle. Margaret and Janet were thanked for their hard work in organising and running the raffle.
- There were about twenty stands – often double-staffed. Together with PPG members and practice staff, organisers outnumbered visitors. About 65 visitors were thought to have attended –but only 50 feedback sheets were collected. However, feedback was generally positive from those who completed forms.
- The selected day and hours of opening implied that mainly retired people could attend. Other self-care days had been run on Saturdays and achieved a much better attendance.
- Advertising of the event was probably insufficient. Everyone involved had met members of the general public who had not seen or heard any publicity. Ignorance of the event (and of self-care week in general) also applied to NHS staff in the Countess of Chester. However, we all know people who had received information and who did not attend.
- The advertising material seemed to emphasise Self-Care Week. The event in Tarporley seemed not to stand out. It also spoke of *Tarporley, Kelsall and Bunbury*, perhaps discouraging Tarvin residents and those in other population centres.
- Many of those who did not attend would have needed transport. In the event, no one used the transport arrangements that had been set up. Arrangements for booking transport did not seem to stand out. However, it is reported from other events that many of those without transport are often reluctant to ask for a lift for fear of *being a nuisance*.
- Many of the stand-holders said that they had insufficient space. In particular, the four PPGs felt that they could have presented themselves better with more desk and display space. It seems likely that the number of organisations wishing to attend surprised the administrators and a bigger venue could have been used – although these are in short

supply locally. And advertising literature was probably committed by the time that this situation was recognised.

- Most stand holders parked behind the Community Centre – usually two vehicles. This meant that most visitors had to find alternative spaces.
- It seems likely that some of the organisation fell down the cracks between the four (in practice, three) practice managers, the CCG and CWaC.
- However, a common response from feedback sheets, was that the event had been useful and should be repeated next year.

## **5. Friends and family Test:**

This basically asks members of the patient body “Would you recommend this practice (or hospital) to a friend or family member?”. This scheme is supposed to start on 1<sup>st</sup> December and run until the middle of the next quarter. However, documentation and guidance from the CCG is not now expected to arrive until mid December. Dr Campbell noted that feedback from this question would be useful.

## **6. Enhanced Services under new GP contract:**

It was noted that the new contract, to be introduced from April 2015, did not fund PPGs directly but that practices were required to support a functioning PPG. Many practices in some areas were having difficulties forming a PPG – let alone supporting one which had become self-organising. Costs associated with a PPG were now assumed to be included in a Practice's general revenue stream.

Dr Campbell noted that progress is being made on this year's contract to complete necessary action plans.

## **7. Engaging with patients:**

It was noted that almost all PPGs have difficulties in engaging effectively with patients. In particular, the elderly group, with whom engagement could be most effective, is least likely to embrace modern methods of communication. There was some discussion about particular services that are directed at this older group. However, with the exception of flu vaccination, there was little available as support facilities – unless a patient was actually sick. In such cases, Dr Campbell reported that *Crisis Services* were now better and could be put in place more quickly than previously.

However, the practice is getting into the *Dementia Friends* scheme which aims to provide information to groups about the day-to-day symptoms of dementia so that sufferers can be identified early and given help. It is possible that local Parish Councils might get involved in this scheme.

However, it was noted that the Self-Care Day was an opportunity for the four 'Vanguard' PPGs to meet. As the PPGs share a common interest, particularly how to engage with patients, we should consider how we might build on this experience of working together.

## **8. New member for PPG:**

It was noted that Joan Sorenson had resigned from the PPG because of other commitments. However, Janet reported that a Mrs Julie Jones, from Burton, had expressed an interest in joining the group. If Janet passes address details of Mrs Jones to the secretary, he will contact her and invite her to a future meeting.

It was also noted that Rose Rosney had said that she would not be able to attend meetings – but would like to receive minutes of meetings. The secretary will arrange this.

It was noted that under the Terms of Reference adopted above, the Group still has vacancies. It was also noted that minutes are published on the practice web site – so anyone can read them. However, an additional *membership class* seemed to be emerging i.e. people who cannot attend meetings but who would like to receive copies of minutes directly.

## **9. Short social event with practice partners and staff:**

Dr Campbell noted that there are few opportunities in the year for staff and partners to get together. This was difficult to organise across the board because of working practices and locations. However, next year is the 200<sup>th</sup> anniversary of the practice – and this might be the best opportunity for some social contact. Also, Project Vanguard might prove to be a helpful catalyst. Meanwhile, the four PPGs in the area might get together for some socialising.

**10. Any other business:**

**CQC Report**

Phil Miles reported on a Care Quality Commission report on the practice. Dr Campbell said that the practice had been placed in the 'top band 6'. It has emerged that the paper report that was tabled has not yet been loaded onto the CQC web site – so no URL reference is currently available. This will be copied to members when known.

**Chemists at Waverton**

The NHS Litigation Authority has ruled that a Chemists can be established at Waverton to dispense prescriptions written at the local surgery. In spite of the ruling, it was not clear that a commercial case exists for such a facility due to the limited size of the demand in the area.

**11. Date of next meeting:**

Tuesday, 20<sup>th</sup> January 2015 at 3:00pm in The Health Centre, Tarporley.  
(Note: there will be a pre-meeting for PPG members only at 2:00pm)

**The meeting closed at 4:15pm**

WRC