

Minutes taken at Park Medical PPG Committee Meeting on Wednesday 22nd May 2024 held at All Saints Church, Hoole, Chester from 2.00pm – 3.30pm.

1. Welcome and Apologies:

Francis welcomed all those attending the meeting.

Present:

Francis Burgess (Chair), Peter Maskery, Lisa Howell, Peter Hyland, Gill Jones, Arfa Ayob, Dr Yvette Brindle, Reigan Davis, Gilly Davies.

Apologies:

Nick Dent, Lesley Dooley, Kathy Ricketts, Ian Lambert.

2. Introductions:

Each member briefly introduced themselves - there were no new members.

3. The Minutes of the last Meeting:

PM mentioned section 3 which highlighted the difficulties in appointing reception staff and said that several people had expressed pleasure and positive comments regarding the current reception staff. GD would give this feedback to them and was pleased that friends and family surveys had also provided good feedback for the whole team.

PM also asked about the number of text messages that were sent out and was concerned that the government was putting pressure on people to gain information and wondered who was prompting the messages. GD confirmed they were the most effective way to get information to people especially during the drive for people to obtain the Spring Covid Booster and other vaccinations.

PM also queried if pharmacies were sending information about prescriptions being ready. GD suggested using the NHS App to find out and that some pharmacies sent out information while others do not.

The Minutes were approved and accepted.

4. Interest in becoming Vice-Chair:

Nobody has, as yet expressed any interest in this post.

It was suggested that a recruitment drive might be useful to find more people willing to join the committee and preferably with some younger people to give more input from those age groups. The PPG is mentioned to patients if appropriate at the surgery.

5. Update on Recruitment and developments at the Surgery:

Patient Access now has 2 factor identification to log-in.

A presentation had been seen regarding the Appointment System used at the Wilmslow surgery. Dr Brindle said they would need to have help from a third party to help make any changes and first they would see what other systems are in use at other surgeries. LH asked if the new triage system would be conducted by medical staff and it was confirmed that senior clinician would be doing this, FB mentioned that Richard M had said using AccuRx was a possibility. Some organisations use AI but there is a plan to run it more like e-consult as a more human touch is preferred.

FB asked if the committee members could be consulted before a new system is put in place.

Richard Macleod had suggested that medical representatives might find it easier to go online for meetings, but GD was concerned about the costs of hiring the venue if only 2/3 people attended a meeting with others online – there was also the logistical problem of terminals and setting up time etc.

GD asked if the frequency of meetings was still acceptable or would quarterly be ok. LH pointed out that the momentum could be lost if a person missed one so that there was 6 months in between attendances.

There have been a lot of recruitment interviews conducted at the surgery with many initial interviews done by telephone. There are new receptionists (operation administrators) they all have empathy and good people skills leading to positive feedback from patients.

From 11th June a new member will join the secretarial team and has NHS experience already.

It has been a challenge training everybody whilst attending to their own work, but **GD** and **RD** have managed this.

One GPA was an operation administrator before.

Everybody has an overall skill set but have their own preferences for the work they do. There is a positive feel within the team at the moment. **RD** has been in her role since April 2024.

Appointments: Online appointments go quickly, and it is hoped to arrange more pre-bookable appointments. If someone is seriously unwell, they can go to A & E, ring 111 or 999. The 111 link will lead a patient back to the Duty Doctor and a receptionist would alert the Duty doctor if necessary. **GD** and **Dr Brindle** confirmed that there was a chart to consult regarding any suspicion of Sepsis.

7/8: Situation of Chester East PCN Ltd and Report from last PCN PPG Steering Group Meeting.

FB had attended the last meeting which had been interesting with talks on social prescribing by Louise and on the Counselling Service by Holly.

They spread their time between 4 surgeries. The PCN were impressed with the survey the PPG had produced and the presentation of the results.

Boughton Clinic still has a drop-in session once a month. These continue to be busy. There they have a large room to use for this. It is much easier for patients if they can access the NHS App.

LF commented that Ability Net helps people.

FB said that a youth PCN PPG group was being formed by Richard Johnson and 4 local schools had been approached.

The next PCN meeting will have William Greenwood, the chair of the LMC, as guest speaker and he has a PPG background.

It will be at 10.45 am on 26th June.

The next PCN meeting will have William Greenwood as guest speaker, and he has a PPG background.

9. Is a digital drop-in session possible for PMC patients.

PM asked if the meeting room could be available for us at Boughton if there was no space at Park Medical. He raised the point to see if Park Medical patient might be willing to travel to Boughton to access help.

10. Updates to website or Facebook:

Facebook had been updated following survey feedback.

Dr Brindle said there had been many requests for sedative prescriptions from people going on plane journeys and other stressful things and in the past, these had been granted but now a decision had been made to refuse all requests on safety grounds. They are no longer being prescribed as they would be responsible in the event of a medical incident involving the drugs such as a respiratory problems and as they would not be with the patient or be aware of patients taking other substances such as alcohol.

It was confirmed that sedatives are sometimes given in hospitals for procedures but then the patients are monitored.

The practice website will be changed to remove Care coordinator/secretarial services. GPA's will be on there instead.

11. Any News on the application to re-open the Hoole pharmacy by an independent pharmacist:

A new licence would have to be granted to a new pharmacist and this is done by the ICB. The local MP and 3 councillors are supporting the application and many people have written in to support it. The decision is still awaited.

It was also confirmed by GD that if a particular pharmacist was unable to supply a drug it is possible to download the token and take it somewhere else.

12. A possible social meeting for the group?

PH did not think it would work or be necessary and he also felt that although a lot of feedback was given to members by the medical team not a lot was given back by members. Perhaps this is something that could be thought about. **GD** stressed how important it was for members to give their ideas and **PH** felt he had learned a lot.

It was suggested that perhaps tea and biscuits could be shared before or after a meeting for an informal chat.

13. AOB:

LH offered to assist **FB** if he was to talk to sixth formers and FE college students about the PPG. It was felt that it could look good on their CV as an extracurricular activity.

GD mentioned a group of students who had done their own campaign on Exam Stress and how to deal with it.

FB expressed his appreciation for Dr Brindle and Park Medical staff for supporting the PPG and **PM** suggested we could have an action plan on what else we as members can do.

14. Date of next meeting: Wednesday, 31st July 2024 from 2.00 pm to 3.30 pm.