

Minutes taken at PPG Committee Meeting on 19th April 2023 held at All Saints Church Hoole

1. Welcome and Apologies:

Present: Francis Burgess (Chair), Kathy Rickets, Anne Rigby, Ian Lambert, Gill Jones, Lesley Dooley, Dr. Y. Brindle, Gilly Davis (Operations Manager)

Apologies: Sandra Rudd, Tansy Stewart, Tania Hinde, Nick Dent, Lisa Howells, Nigel Taylor, Peter Hyland, Peter Maskery

2. Welcome and Introduction:

A welcome was extended to all and brief introductions were made by each present.

A thank you card was circulated from Annie Fletcher, the student who sat in at the last meeting.

This elicited a need to recruit more youth PPG members and there is an NHS leaflet which may attract younger members. Information may be sent to sixth form colleges in the catchment area.

3. Minutes of the last Meeting:

These were approved and accepted with amendment to section 10 – PPG instead of PCG.

4. Election of Vice-chair:

Nobody has come forward to fill this vacancy, so it continues to be open.

5. Update of any changes and developments at the Surgery:

Gilly Davis provided members with the Park Medical Centre Organisational Structure which was very informative. Anne made the point that this was currently inaccessible to her and Gilly will make enquiries to see if this can be rectified.

The Care-co-ordinator role is not being replaced and will be incorporated into the GP Assistant (GPA) roles in due course.

The Friends and Family survey results indicate that 93% are pleased with the service given at the practice. The questions used were “How was the service?” and “Would you recommend us?”

A PCN survey was sent out and out of patients who responded in a particular week, 42% have responded.

Dr. McLeod is going to do a survey on preference of types of appointment.

Ian Lambert asked if the PCN would do this as part of their mandate.

There were 13578 calls from 1/1/23 – 31/3/23. 24% of these calls requested a “Call Back”

Monday 26/1/23 had most calls and Wednesdays continue to be the calmest day.

PATCHS was launched on Monday 13/2/23 and 1183 patients have registered already. Of these 212 were in their 50's, 119 in their 20's, 5 at 90+ and 147 in their 70's.

Out of 1173 requests 37% had ongoing problems, 27% had new problems, 23% were admin issues and the remaining 13% other issues.

The system was given a 4.1* rating. Anne found it clunky to use. Logging in is difficult and she found the old system easier to use. Gilly asked if she could send email feedback on this concern. The old system will still be used.

Manchester University are using the new system for research.

The Covid booster is available from 17th April to 30th June for the over 75's and those with weakened immunity.

There will be some Drop in clinics and housebound patients will be visited. Details will be on the NHS website.

200 people will need to be contacted by telephone as they do not have email or mobile phones.

In autumn there will be another round of boosters. Dr. Brindle confirmed that people can still have primary vaccines.

The new vaccines are likely to be Cominitti or Moderna.

Some inspections have been done – e.g. Gas, Safety etc.

The new “Nurse Robot” KEITO machine in the waiting area awaiting calibration.

Gilly mentioned that there is a dashboard in the reception office, showing details of queuing and received phone calls. Three new operations administrators were appointed in February

6. Update on any actions taken by PPG since last meeting:

There was not a lot to report. Francis and Ian had attended the 28th March PCN meeting which was well attended. There were 2 or 3 representatives from each practice.

7. PCN Steering Group first meeting 29/03/2023 attended by F.Burgess and I.Lambert.

Ian Lambert gave a comprehensive report on the meeting and had found it very useful.

There was a lengthy presentation by Sharon King – Strategic Manager.

The PPG Steering group will work in parallel with the existing PPG's

Not all the practices have good PPG representation.

The PCN will have quarterly meetings in future. The PCN have appointed various ARRS staff and these are shared between practices. These include physio, dietician, mental health practitioner. The practices decide what they need and funding is drawn from the PCN with top ups coming from the surgeries where necessary.

There is a new contractual format for 2023/2024

All practices have upgraded their telephone systems.

There is flexibility of ARRS Roles and a revised shingles vaccine programme is going to take place.

There will be invites sent out to attend a meeting on 28/06/2023 at Heath Lane at 2pm

PCN provides an integrated Care Board with a link to surgeries, taking the burden off the surgeries. Gilly felt it was good to collaborate and that central co-ordination is good.

It helps with funding to surgeries and there is good flexibility for staff to move between surgeries.

There is an additional Role Reimbursement scheme and the employment of pharmacists has shown a huge benefit and enabled face to face appointments to review patient medicines. There are specialists available for most things now. A summary of the PCN meeting is to be circulated to all members of the PPG.

8. Cheshire PPG Chairs Meeting 28/3/2023:

A talk was given from Integrated Care System. The meeting was well attended and the meetings will continue. The chairs meeting will be limited to Cheshire.

PPG newsletters are useful and useful links will be given for the July meeting.

The notes were circulated to the committee.

9. Newsletter – sub-committee?:

No further progress on a Newsletter at present.

A sub-committee will be formed – possibly Nick Dent and Peter Maskery with consultation with Francis Burgess and Ian Lambert. The old newsletter was on the practice website. A newsletter could be useful to introduce people to all the new systems. Due to Covid restrictions, paper is discouraged from waiting rooms but copies could be given on request.

About 200 people would be disenfranchised if the newsletter was confined to an online only production. Maybe a carer could assist.

10. Patient Survey 2023:

No further information at present

11. CQC Inspection?

No reason to expect one at present.

12. Contacting Younger members/PPG members:

Plans to contact sixth form Heads and Newsletter may help to encourage younger members

13. Invitation to some of the new ARRS funded staff:

An invite to attend a PPG meeting will be given to them.

14. Would an extra meeting in the evening be useful?:

This may be considered to accommodate those who cannot attend during the day

15.AOB:

Gill Jones asked how to access own medical records. Gilly confirmed there was a form to be filled in and a doctor would have to approve it.

New contracts will see targets reduced to 5.

16.Date of next meeting:

Wednesday 21st June 2023, 2.00pm – 3.30pm