

# **Minutes of PPG Committee Meeting**

**Held on Monday 12<sup>th</sup> September 2022 at All Saints Church**

## **1. Welcome, Introductions and Apologies**

**Present:** Nick Dent (Chair), Peter Maskery (Vice Chair), Francis Burgess, Clare Noble, Kathy Ricketts, David Stork, Gill Jones, Sandra Rudd, Anne Rigby, Gilly Davis (Operations Manager), Lisa Howells, Richard McCleod (Business Partner), Yvette Brindle (Clinical GP Partner),

**Apologies:** Tania Hinde, Jennifer Mudd (Operations Manager), Lesley Dooley,

The Chair welcomed all to the meeting, making special reference to the new members who were now attending their second meeting.

## **2. Introductions**

All present gave a brief introduction

## **3. Update on staff and organisational changes at the surgery**

Richard McLeod and Gilly Davis provided an update.

In summary on the clinical side, Dr Travaglino has left to return home to Italy and will be replaced by Dr Penny Morris, who will commence her duties in October. Two new GP Trainees will also be joining in October as part of the ongoing training scheme which has been running at the Practice for a few years. The nursing team has been increased by one and through funding from the PCN (Primary Care Network). The Practice now has access to the services of Community Mental Health Practitioner, Debbie Murray.

On the Administration side, only one Operations administrator vacancy remains to be filled, hopefully in the coming days. It was noted that there are a number of initiatives going on to enhance and improve the telephone system including a call back option to avoid patients having to stay on the line while they move up through the queue. It was agreed that the current message on the system is confusing and will be reviewed. Phoning the surgery is a real bone of contention with patients. The surgery understands this and advised that demand this summer was the highest they could remember. This demand was attributed to the delays patients are experiencing in receiving outstanding hospital treatment.

Two other changes were also mentioned, the first being access to medical test results and copies of correspondence. From November, this information will be automatically accessible

via the NHS App for patients who have requested full access to their medical records. It would be a considerable help for as many patients as possible to use the NHS App.

The second change is the commencement of a system of enhanced appointments. This is being introduced from the 1<sup>st</sup> October 2022 across the four practices (Park Medical Centre, Upton Village Surgery, Heath Lane Medical Centre and Boughton Medical Centre) that combine to form the East Chester PCN (Primary Care Network). There will be an evening clinic from 6.30pm to 8.00pm Monday to Thursday at one of the four PCN surgeries, together with Friday evening and weekend appointments at Garden Lane surgery. A number of these appointments will be bookable two weeks in advance with the majority bookable on the day via your local surgery after consideration by the Duty Doctor. Park Medical Centre evening clinics will be held on a Wednesday.

More details on both the NHS App and the enhanced appointment system are available on the practice website.

#### **4. Discussion of items raised at the previous meeting (20.07.2022).**

This item proved very useful and interesting and developed into a very open discussion on a range of subjects. Some of the items which had been highlighted had already been covered in previous agenda items.

The members, particularly those who had only recently joined expressed a willingness to help to move the PPG forward.

The importance of informing patients about changes to services was acknowledged as extremely important and the practice took this on board. This also raised the issue of how to communicate with those patients who do not have access to electronic devices. This is clearly an important issue and it was agreed that further discussion and work was needed to explore how additional help might be offered.

The importance of the newsletter and how to draw the attention of more people to it.

Continuity of care was a major cause of concern and occupied a significant portion of the discussion. It was clear that this was a very important issue with many patients. The surgery outlined their approach and those present offered further suggestions as to how this possibly could be improved. It was apparent that having and knowing your 'Named GP' was considered more important to many patients than it was to the Surgery. This is clearly another subject for a future meeting.

Patient/doctor ratios were raised and although the exact numbers were not available Dr Brindle shared that she was currently the named GP for approximately 1600 patients on the practice list.

Appointments, although discussed earlier was also again discussed and it was stated that more face-to-face appointments had been made available at each doctor's clinic.

There had been problems with the toilet on the ground floor but these had now been resolved and the toilet is in full working order.

#### **4. Election of New Chair and Vice Chair.**

The current Chair and Vice Chair confirmed their intention to stand down after this meeting, as notified at the meeting in July.

Francis Burgess, put his name forward for the position of Chair and Nick Dent felt privileged to second his nomination. His nomination was accepted by a unanimous show of hands. Congratulations Francis.

No nominations were received at this stage for the position of Vice Chair so that will remain open at this time.

The members expressed their sincere thanks to both Nick and Peter for their work over the last five years or so. They both thanked the group for their kind words and stressed their intention to continue on the group as ordinary members and to offer help in any way they could to support Francis and the next Vice Chair when elected.

#### **5. AOB**

Given the in-depth nature of the meeting there was very little to discuss in AOB.

The Surgery will be closed on Monday 19<sup>th</sup> September.

#### **6. Dates of next meeting**

Monday 28<sup>th</sup> November 2022, 2.00pm-3.30pm, All Saints Church.

**Nick Dent**

18/9/22