



# Patient Participation Group of Drs Adey & Dancy

## MINUTES OF MEETING Tarporley Health Centre 9<sup>th</sup> October 2024

### PRESENT

Alistair Adey, Paul Varey, Andrew Needham, Annie Robinson, Geoff Johnson, Sue Masterman, Ian Hunt, Julie Plumb, Maire Gibson, Monica Haworth, Marian Jones

### APOLOGIES

Cathy Bonner, Jayne Rowley, Sue Hooley

### MINUTES OF LAST MEETING

These were accepted and there were no matters arising

### PRACTICE NEWS

- Dr Chang has now left to take up a new post in Canada.
- Nicola Bird (Nick) has been appointed as our Practice Manager and will take up her post in 2 weeks' time.
- The Kelsall Hub is now fully operational.
- The Flu Vaccine Clinic of 5<sup>th</sup> October was well attended: 818 vaccines were administered. Further clinics will be arranged soon and dates publicised.
- It was suggested that a fund be organised to pay for various items to improve the experiences of patients, including displays on the walls of the waiting room and through discussion several suggestions and comments emerged:

Invite local artists to exhibit their work. Any items sold would generate a small commission for the fund.

Local businesses could be invited to sponsor artwork from High School Students in exchange for advertising.

Materials required by an Art Therapy Group could be paid for from the Fund and the group's work displayed to show the effectiveness of the project.

For an agreed fee, space could be made available to promote a range of other health-related projects.



## Patient Participation Group of Drs Adey & Dancy

It was agreed that this could be a worthwhile proposal provided the funding was strictly ring-fenced for the benefit of patients. There would need to be very clear terms of reference established.

Annie Robinson and Julie Plumb agreed to consider the fund matter further, after receiving some information via the Chair as to how other PPG's had developed fund ideas in the past.

Paul Varey agreed to contact the other PPGs who already administer accounts/funds to see how they arrange things.

- Dr Adey reported that there is a need for clearer information attached to patients' samples that are submitted for testing. A suggested proforma was circulated that would give the necessary data to link each package to patients' records more accurately and comments were sought.

### **RURAL TOGETHER (Community Care Partnership)**

Until now Claire Lockerbie has chaired this group but has had to withdraw from the role because of her heavy workload. Paul Varey and Jane Colville will take over the chair role in the short term until a new permanent chair can be appointed.

### **ISSUES OF CONCERN**

- Problems with the NHS App were raised again:  
Some patients are still finding it difficult to navigate, especially when using a mobile phone. It's easy enough to order medication as long as there hasn't been any change in prescription or extra items are required, e.g. to cover holidays. There doesn't seem to be a route to amend/add to listed medications. Finding test results and viewing medical records can also be challenging.  
There is definitely a need for patients to be trained in using the app but we will need to be clear about which specific issues they would like to address and how best that training can be provided. It is imperative that there is always a non-IT method of accessing the Practice and medical requirements for those patients who need it.
- The role of Physician Associates was queried and clarified by Dr Adey.  
Such practitioners are not doctors, but are graduates who have undergone 2 years of post-graduate training in general medical practice and their contact with patients is limited to work under the supervision of a fully qualified GP. There are no P.A.s employed by our Practice at



## Patient Participation Group of Drs Adey & Dancy

present nor are there plans for a P.A. to join the Practice in the near future.

- Praise for the Adey/Dancy Practice was voiced once again and endorsed by everyone present. It was agreed that we are extremely fortunate in the service we enjoy compared with other patients locally and nationally.

### **WELLBEING EVENT**

Although attendance was disappointingly low, it was agreed that this was a very successful event in terms of providing opportunities to learn about all the wellbeing services available in this area and to network with other agencies.

### **TRANSPORT TO/FROM THE SURGERY**

Transport to surgeries, clinics and hospitals is a big issue for patients in rural areas. The free ambulance transport service is always available, but it involves long periods of waiting around as each vehicle has to meet the needs of several patients on each journey. Sue Masterman is currently in communication with CWaC about this matter. The Plus Bus service is available in some areas, but the vehicles are too big to be manoeuvred up very narrow lanes so not always accessible.

There is also a CWaC concessionary taxi voucher scheme but it is only available at certain days and times which don't necessarily fit in with appointments.

Andrew Needham has offered to contact a local councillor to obtain his views on the matter and to feed back to the PPG at the next meeting.

Overall, it was agreed that the whole rural transport system is chaotic and needs to be standardised across the county in a way that works for residents.

### **NOTICEBOARD**

Jayne Rowley had asked for suggestions and materials for the noticeboard. Annie Robinson produced some excellent leaflets from OPAL which could form an impressive basis for a display and be a particularly appropriate topic given our Practice's demographic. As well as offering luncheon clubs, OPAL also acts as a signposting service to other organisations offering help and support to over 60s. Further material is available on their website, and it is hoped that a



## Patient Participation Group of Drs Adey & Dancy

Marketing Manager (to be appointed soon) will be able to give us additional material to highlight their work.

Another suggestion was to make available to waiting room patients, details of how long to expect to wait for test results, and the best way of obtaining this information. No-one wants to add to the workload of Reception staff unnecessarily. Outcomes of some tests, scans, procedures etc carried out in hospitals can take weeks to filter through to GP Practices whereas other simple tests can take just a couple of days to be notified and added to patient records.

It was agreed that as this is an important issue that would benefit from some advertising. This could be done through a range of media including the noticeboards, the website, in the Practice Newsletter or even on the TV screen in reception.

### **NEXT MEETING**

It is difficult to identify a day/time that suits everyone, especially the GP representatives who have work commitments. To try and accommodate more members, it has been agreed that the next meeting will be:

TUESDAY 7<sup>TH</sup> JANUARY 2025 AT 3PM, in TARPORLEY HEALTH CENTRE.