



# Patient Participation Group of Drs Adey & Dancy

## MINUTES OF MEETING Tarporley Health Centre 24<sup>th</sup> July 2024

### PRESENT

Alistair Adey, Paul Varey, Monica Haworth, Sue Hooley, Ian Hunt, Geoff Johnson, Sue Masterman, Julie Plumb, Annie Robinson

### APOLOGIES

Julia Dancy, Cathy Bonner, Nigel Briers, Margaret Clare, Marie Gibson, Anthony Jenner, Marian Jones

### MINUTES OF LAST MEETING

The minutes of the previous meeting were accepted.

### MATTERS ARISING

Dissatisfaction with the NHS App was raised. This was dealt with under the agenda item 'ISSUES OF CONCERN' below.

### TOUR

- Dr. Adey showed the present attendees the six new consulting rooms. Everybody was very impressed with the progress that has taken place.
- Discussion took place about the increased space being necessary due to a rise in the patient population.
- Dr. Adey reported on the practice wish list, including improving reception space, improving insulation and resolving the roof leak. The ranking of importance will be linked to sustainability. The reception space will link into decisions about the check-in screen and possible relocation, or inclusion of a second screen. All of these issues are on-going.



## Patient Participation Group of Drs Adey & Dancy

### **PRACTICE NEWS**

- Appointment of a new Practice Manager has concluded with the new member of staff, Nicola, due to commence work at the end of October. She is currently working in Malpas and has an NHS background.
- Beth is now in position as the new Pharmacist, with Sarah still being part of the Medication Team. Training for Beth is ongoing.
- Three trainee GP's commence placements with the practice in August and September for four, six and 12 month periods (two of which are part time).

### **NATIONAL IT OUTAGE**

Discussion took place about how this event impacted on the practice, with appointment issues, inability to conduct blood tests and how pharmacies were affected. The practice was still playing catch up on the following Monday.

Appointments were able to continue, although the doctors did not know who was turning up and they had no access to medical records. All admin reverted to paper systems, including writing prescriptions.

Dr. Adey reported how the practice will learn from the experience by asking staff for feedback and looking at using Electronic Office features to replace paper where those systems were still operational. This could involve creating electronic templates and then using copy/paste to more quickly transfer the captured information into EMIS once the systems were functioning again.

### **PCN NEWS**

Dr Adey stated that there was nothing currently to report.

### **KELSALL MEDICAL CENTRE**

- Tarporley doctors began seeing patients on the 1<sup>st</sup> July.
- Dr. Adey thanked members of the PPG for acting as meet and greet volunteers in the initial first few weeks.
- Discussion took place with regards to the internal directional signage at the Kelsall surgery, with an eventual decision to change the wording to 'Tarporley Patients'.
- Outside signage was also deemed inadequate and it is hoped this can be improved in the future.



## Patient Participation Group of Drs Adey & Dancy

- The wellbeing hub was also considered a great asset for patients.
- The check-in screens were also discussed with regards to the on-screen wording and positioning etc.
- The entrance and exit doors also raised some issues.
- The receptionists are for the benefit of the Kelsall patients and all signage etc. is to avoid work overload being created via Tarporley patients.
- Due to legalities, it was reported by Dr. Adey that dispensing of prescriptions will not be able to take place at the pharmacy within Kelsall medical centre.
- Attendees understood that there will be teething issues while the use of the Medical Centre beds in.
- The volunteers reported all the positive feedback they received from 'happy' patients, impressed with the new-build and pleased to have this extra facility.
- Dr. Adey will bear all the above points in mind and discuss with colleagues at Kelsall.

### **RURAL TOGETHER UPDATE**

Paul provided an update on the new replacement for the 'Rural Care Communities', which has been called Rural Together. The new structure of the group was explained along with the fact that funding had been reduced. Paul is a member of the Steering Group and will represent all of the PPGs within the PCN. Clare Lockerbie is chairing the Rural Together group and is also the clinical lead on the group. The first meeting of the Steering Group is 5<sup>th</sup> August and Paul will report back at the next PPG meeting on 9<sup>th</sup> October.

### **ISSUES OF CONCERN**

- Discussion took place about the NHS App and difficulty of use. A member of the PPG provided a summary of the issues as he sees them. Paul will investigate how patients can provide feedback and report back to the next meeting.
- Surgery appointment times and doctor availability have some omissions on the surgery website. Dr. Adey will investigate.



# Patient Participation Group of Drs Adey & Dancy

## **ANY OTHER BUSINESS**

- Dr. Adey provided the group with information about future balloting by the BMA due to NHS changes in direction. Appointment slots of 15 minutes are advised nationally. Tarporley moved to this several years ago. Dr. Adey will produce a document for patients to be made aware of possible future changes in GP services etc. and the Group will consider these issues at future PPG meetings and how they should be shared with patients.
- Sue reported back on her enquiries with regards to travel to medical appointments. She has been investigating the help that is provided for patients living in outlying villages not served by public transport. Paul will raise patient concerns about the limited services available at future Rural Together meetings.
- The Friends and Family Survey is still being updated and improved. Cathy and Jim are continuing to work on improving the form layout.
- The Group were informed that there is a Kelsall noticeboard, available at the Kelsall Medical Centre. Use of this will be ongoing. Monica offered to keep it updated in conjunction/collaboration with Jayne.
- A Wellbeing Event at Tarporley Community Centre on 21<sup>st</sup> September from 10:00am until 3:00pm is due to take place. This is being run as before by the Rotary Club. Clinical attendees and volunteers from the PPG were requested. Offers to be passed to Paul. Dr Adey will investigate attendance by the practice.

## **NEXT MEETING**

This will be at 5pm on 9<sup>th</sup> October 2024 at Tarporley Health Centre.