

Patient Participation Group of Drs Adey & Dancy

MINUTES OF MEETING

Little Budworth Hall

24th April 2024

PRESENT

Alistair Adey, Paul Varey, Cathy Bonner, Geoff Johnson, Ian Hunt, Julie Plumb, Margaret Clare, Sue Masterman, Anthony Jenner, Nigel Briers, Marian Jones, Annie Robinson

APOLOGIES

Jeanette Lambert, Jayne Rowley, Maire Gibson, Sue Hooley, Monica Haworth

MINUTES OF LAST MEETING

There was a query about there being facilities for minor surgery at TWMH. On checking with Dr Kent's Practice it was confirmed they plan to continue providing this service from TWMH but just for the next few months. Minor surgical procedures are performed by our Practice at the Health Centre.

PRACTICE NEWS

- Interviews are currently being held for the post of Practice Manager and it is hoped that an appointment will be made soon.
- A new Pharmacist – Beth from Rowlands Pharmacy – will join the Medication Team in June to replace Sian who left last month.
- Paula will soon be replacing Lindsay as Practice Secretary.
- A new Receptionist – Dawn – has recently joined Front Desk Team.
- The telephone system has been upgraded to comply with NHS regulations. It will enable the Practice to collect statistical phone call data e.g. busiest times, average waiting time before being answered, etc. Generally, our Practice scores very highly on responses to surveys on “How easy is it to contact your surgery”.
- The new Practice website should be going live on 25th April. There has been a change of internet provider which has caused a few technical issues but it is hoped that these have now been resolved. PPG members were asked to check it out and feed back to Paul (who will forward comments to the Practice) on how easy it is to navigate and make choices, etc. Google should automatically redirect patients to the new web address: <https://www.drsadeydancy.nhs.uk/>
- Kelsall Medical Centre. The building is owned and leased from Assura and some legal issues have caused delays in it becoming fully operational. However, it is hoped that all snags will be ironed out and everything will be up and running properly by 12th May.

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REBUILD GENERAL PRACTICE INITIATIVE

This is a campaign led by a group of GPs from across England, Scotland and Wales to address the crisis in general practice and recommend a plan to improve the system. There are 3 main aims of the campaign:

- Address the shortage of GPs across the country.
- Promote the need for Fair Funding. In real terms, financial resources have been cut significantly in recent years when inflation is taken into account.
- Allow GPs the freedom to adapt their work to meet the differing needs of their patient population and communities.

Dr Adey gave a comprehensive outline of how the various issues (mainly funding) are affecting our Practice. There was a discussion about what if any action the PPG could take to promote awareness of the situation. It was agreed that any message we did share with the patient population must be purely factual and we should be mindful of current political uncertainties.

Anthony Jenner has offered to work on adapting material that is already available for the PPG to use for publicising the issues around general practice. This YouTube clip gives quite a clear explanation of the national campaign:

<https://www.youtube.com/watch?v=NGycxO9fzzc>

RURAL TOGETHER

The Care Communities Initiative is undergoing change both in structure and funding. The funding has effectively been halved so the way the services are provided needs to be changed. A sub group has met and is proposing a new structure. This will be discussed and hopefully agreed at the next full Care Communities meeting on 30th April. As part of the restructuring, Rural Together is the suggested new name for the team as it encompasses the communities within the Rural Alliance.

ISSUES OF CONCERN

Some members have experienced difficulties getting onto and using the NHS App, in particular via mobile phones. Increased security checks to get onto Patient Access are also proving a barrier to some. Dr Adey confirmed that Patient Access is still operational at the moment but will be phased out eventually.

Everyone agreed that we are very fortunate to belong to such an excellent Practice and praise was expressed to all the staff.

One member who lives in a small village with no public transport, raised the issue of travel to the surgery. It was agreed that this matter would be put on the agenda for discussion at the next meeting.

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QUALITY INDICATOR CHECKLIST

It was agreed that whilst this was a well-produced document, it just duplicates information that is already available to the PPG. Therefore, it was decided not to undertake this check at the present time.

PREMISES

The new waiting room layout was discussed with most views expressed being positive. However, it was pointed out that patients entering and sitting facing the new Reception window might need to be directed to the Check-in screen if they aren't familiar with the system. Also, from that angle, they wouldn't be able to see the TV screen on which they would be called in to see the Doctor or Nurse.

It was suggested that the next meeting should be held at the Health Centre so all members can see the renovations for themselves.

FRIENDS AND FAMILY PUBLICITY POSTER

Cathy hopes to liaise with Jim to work on this before the next meeting.

NOTICEBOARD

Jayne's work on this was praised by everyone, and thanks from the Practice staff and the PPG were expressed. She has planned to change the display every month to promote awareness of a different medical issue. The current one is Bowel Cancer Awareness and next month she has collected material to highlight Melanoma and Facts about Skin Cancer. It is hoped that she will be able to share her proposals for future displays at the next meeting.

It was pointed out that on the A3 "Staff Roles" poster, the Podiatrist section had been covered with tape. Alistair said that as far as he knew, there was still such a professional working at TWMH and he did not know why it had been covered. The cover will be removed.

NEXT MEETING

This will be at 5pm on 24th July 2024 at the Health Centre.

Items for inclusion on the Agenda:

- Views on the new phone system
- Feedback on the new website.
- Travel to the Surgery for patients from outlying villages not served by public transport.
- Access to Practice services for patients without IT skills or equipment.