

Patient Participation Group of Drs Adey & Dancy

MINUTES OF MEETING

Little Budworth Hall

10th January 2024

Present

Alistair Adey, Paul Varey, Cathy Bonner, Anthony Jenner, Geoff Johnson, Ian Hunt, Jayne Rowley, Jeanette Lambert, Julie Shorney, Maire Gibson, Claire Lockerbie, Marian Jones

Apologies

Andrew Needham, Annie Robinson, Jim Hill, Julie Plumb, Monica Haworth, Nigel Briers, Richard Roberts, Sue Hooley, Sue Masterman

Minutes of Last Meeting

Agreed. There were no matters arising from them.

Practice & PCN News

There have been no staff changes since the last meeting apart from Judith Greaves's departure. Lynne continues as Acting Practice Manager until a permanent appointment can be made.

The Health Centre building work is going to plan and the general consensus is that completed areas are a vast improvement on the original set-up. More consulting rooms have been constructed to be used by both practices, but they have yet to be fitted with furniture and electronic equipment.

New noticeboards will be put up in the waiting area and items displayed will be more carefully selected, themed and updated regularly. It was emphasised that all posters/documents should be eye-catching, and written in easy-to-read Plain English.

The legal work required before we can begin using our room within the Kelsall Practice is 95% complete with just a few minor issues still to be addressed.

It was felt that the TV screen in the Tarporley waiting area could be put to better use: providing more current and local information that is pertinent to our Practice, e.g. assuring patients that whilst all the clinicians endeavour to keep to allocated appointment times, they occasionally run behind schedule when it has been necessary to take extra care over another patient's more complex needs. Dr Adey will discuss with Reception Staff, the possibility of changing the monitor feed.

Issues of Concern

The car-parking problem was raised once again. It had been suggested by a PPG member that the Practice should purchase the woodland on the opposite side of Park Road to pave and thus increase the number of car-spaces. It was envisaged that this new car park would share its entrance with the Primary School. Following some discussion, this idea was not deemed feasible:

- (a) There isn't funding available for such a project, even if the current owner wanted to sell the land.

Patient Participation Group of Drs Adey & Dancy

- (b) The site is a designated “green woodland space” and CWAC is highly unlikely to permit the change of use.
- (c) Sharing a busy car-park entrance with the Primary School would create insurmountable safety issues for the School.

TWMH

The relationship between the Trustees and CoCH is that of landlord and tenant. The current lease has 3 years left but is expected to be renewed at the end of that period. Dr Kent's Practice uses the facilities there for minor surgical procedures whereas Drs Adey & Dancy Practice offer a similar service but from within the Health Centre.

Social Prescribing – Claire Lockerbie

Claire is a senior member of the Healthbox Team and she gave a stimulating presentation about the work of this project within the Rural Alliance PCN.

(<https://www.healthboxcic.com/> is the link for further information about her team and their areas of expertise.)

Referrals to the team are made via health clinicians and their staff and other professional agencies. It is not permitted to self-refer at the moment.

Many aspects of health improvement and wellbeing are promoted and supported including mental health (currently 46% of the referrals) and social issues. Following referral, patients are then signposted to appropriate team members and charitable organisations, e.g. Citizens Advice, Home-Start, etc. and helped to engage with representatives who will be able to provide the assistance they need.

Claire has agreed to send us an electronic version of her presentation and this will be distributed to PPG members in due course.

PPG Member Involvement

It is important that all group members who would like to take a more active role in PPG work, have the opportunity to become proactively involved. Three tasks were highlighted today: maintaining the waiting room noticeboards, creating patient friendly F&F information sheets and assisting with the Practice Website. Thank you to those who volunteered for these areas at the meeting. Any further offers of help would be appreciated. Please contact Paul or Marian.

Friends and Family Survey Matters

Jim Hill currently collates all the information from these anonymous forms and he has produced a summary of the points raised by patients over the last 12 months. It is hoped to have this published in the spring newsletter along with a response from the Practice to each issue highlighted, e.g. car parking, use of text message reminders, etc. Dr Adey has agreed to look at the summary with a view to providing brief responses where appropriate.

Patient Participation Group of Drs Adey & Dancy

Staff Roles Poster

The A3 laminated versions of this were shared and admired. Requests for copies have already been received from other members of the PCN. It was agreed that some sort of Adey & Dancy/PPG acknowledgement should be printed on any that are to be distributed outside the Practice.

AOB

The National Patient Survey is due to be distributed randomly to patients registered with all GP Practices across the country. It is produced by and the results collated by the NHS. It is not organised by the Practice.

Next Meeting

This will be on 17th April 2024. If there is space available at the Health Centre, it may be possible to hold the meeting at a later time on that date but if Little Budworth Hall is to be used, it will be at 3.30 pm.