

# Kelsall PPG Meeting

## Thursday 24 August 2023

### held at the Medical Centre, Kelsall

## Minutes

**Present :** Caroline Stein (Chair), Alan Bottomley (Vice Chair), Michele Elvin (Secretary), Jen Bottomley, Julie Johnson, Nick Kuszniir, Alan and Ann Parsons, Erin Murray, Fiona Smith and Lorraine Hammond.

### 1. Apologies & Minutes

Apologies from June Willis and Claire Baker.

Minutes from the previous meeting were approved.

### 2. Matters Arising

The manager of Tarporley War Memorial Hospital, Jackie Rutter, has changed roles and is no longer present on site. Louise Herniman has taken over as Project and Business Developer. Alison Swanton is carrying out a review of services in the hospital and will report back to the Countess of Chester Board and the Tarporley War Memorial Hospital Board at the end of September. Any queries from the medical team and social prescribers need to go through Louise.

Nick confirmed that the PPG website had been substantially restructured with a refocus on links to the Medical Centre's Facebook page for bulletins and a link to the Wellbeing Hub website plus useful information such as weekend opening hours, PPG minutes, an explanation about the Rural Alliance and information on travel vaccinations.

**Action:** Julie to check new content on the PPG website is accurate and relevant.

### 3. Chair's Report

Caroline thanked the medical centre for inviting the PPG to the "soft opening" it was a lovely event and Martin Durrant made some pertinent comments. All the staff seemed to enjoy the occasion and the sun shone!

The PPG noticeboard is to be repositioned by the reception hatch. Our next project is to create a short survey that we can use to understand what the patients feel the practice are getting right and what may need improving. Once the survey content is agreed, we will decide how best to get it out to patients.

**Action:** Julie to oversee repositioning of the noticeboard. Caroline to send round a questionnaire proforma for us all to input. Once agreed Caroline will share with Julie for comment.

### 4. Update on the Medical Centre

Sarah Davies, who is a Dispenser is leaving the Medical Centre towards the end of October. Sarah Davies, the Dispenser is leaving the Medical Centre at the end of October. There has been a good

response to the advert for her replacement. The Clinical Pharmacist position remains vacant and will be re-advertised. The Pharmacy Technician is going on maternity leave and the practice will be employing a locum to cover three days per week.

One medical student from Manchester University is starting on 11 September for four weeks on Tuesday/Wednesday/Thursday. In addition, two medical students from Buckingham University will also be coming to the practice during September. One Year 4 student will arrive on 11 September and one Year 3 student will arrive on 18 September. They will do five clinical sessions a week on Tuesday/Wednesday/Friday. Each patient will be asked if they are happy to see a student and will benefit from a 20-minute session. All students sessions are checked by one of the GPs.

One Year 4 medical student from Manchester University is starting on 11 September for four weeks on Tuesday/Wednesday/Thursday. In addition, two Year 3 medical students from Buckinghamshire University will also be coming to the practice from 18th September for a six week placement. They will be in the practice Tuesday/Wednesday/Friday. Each patient will be asked if they are happy to see a student and will benefit from a 20-minute session. All appointments held initially by a student are overseen by one of the GPs.

The launch of the new telephony system is delayed. The practice is now hoping it will be in place in early November.

E-consult has been decommissioned and is to be replaced by a new system called Patches. All staff, including GPs, have had to undertake intensive training. Patches goes live on 25<sup>th</sup> September 2023.

A staff survey is being developed and will be circulated to the PPG for comment.

## **5. Update on Care Community (CC)/PPG Chairs**

We have a PPG Rural Alliance meeting next week. There are no other updates at present.

We as PPGs have been asked to consider the following by the Integrated Care Board.

- How is social prescribing being used to reduce demand on GPs and is it making the impact consistently across Cheshire West (there are also social prescribers focusing on particular cohorts)
- Physical accessibility of premises – what are the issues patients are highlighting to their PPG?
- How representative is your PPG and how could you hear the views of those underserved in your practice populations e.g. carers, those with learning disability/autism, those with severe mental illness
- Sharing information about the additional roles that Primary Care Networks have employed and the impact they have been made.
- Cheshire West Living Well website page – have people heard of it? Do they use it? What could be on there?
- Planning for winter – what support could PPGs provide in getting information out to the patient population to prepare for winter?

These could be topics for the Newsletter.

It was discussed whether moving the time of PPG meetings would make the group more accessible for people working/with childcare responsibilities.

**Action:** Julie to speak with Claire who has childcare responsibilities which influence her availability in the early evening.

## 6. Wellbeing Hub Update

We now have an outside tap. Helen continues to liaise with Julie but we really need some engagement from the clinical staff. We are starting to put on activities for specific groups for which we need referrals. For example, youth mental health and postnatal depression. Julie suggested a 10-minute slot in one of their regular staff meetings and also that a weekly programme is made available to clinical staff as an aide memoire. Helen is also in contact with Dr Adey's practice so they are aware of what we are offering.

Planning for the grand opening is going well, invitations have been sent out. We have decided to run a second event in the afternoon to thank all our volunteers and fundraisers. Claire and Kylie have also been invited. Helen and the Trustees will run this event.

The next event is our Wellbeing and lifestyle event. This will tie in with the Flu clinic planned for the 7<sup>th</sup> October. Helen has several service providers already booked. The PPG will support the flu clinic.

## 7. Friends and Family

The Friends and Family survey results for July is as follows:

### July

Poor	1
Fair	0
Neither	6
Good	30
V Good	271
Total	308

## 8. Newsletter

The newsletter is to go on to Facebook and the website. Hard copies are available at the surgery and in the Wellbeing Hub. Unfortunately, IT challenges meant that it has not been possible to email to patients. The IT expert is now looking at a better system. The practice has email addresses for 75% of patients.

## 9. Any Other Business

One of the next big projects for the Wellbeing Hub is "Men in sheds". We would like to use the grassy area behind the sensory garden to build a shed and possibly for a communal greenhouse. We need permission from the medical centre first and then we will apply for planning permission. The Parish Council are being very supportive.

Julie confirmed that she can see no problem with this.

## 10. Next Meeting

**Next meeting date: Thursday 19 October 2023.** Time to be confirmed. The following meeting will be **Thursday January 11.** Any apologies to the Secretary, Michele Elvin.

There being no other business the meeting closed at 17.45 p.m.