

Kelsall PPG Meeting

Thursday 1 March 2018

Kelsall Community Centre

Minutes

Present : Humphrey Claxton (Chair), Caroline Stein (Vice-Chair), Michele Grant (Secretary), Alan and Janet Bottomley, Vicki Ratchford, Julie Johnson (Practice Manager), Dr Claire Baker, Lynn Howe, Nick Kusznr, Andrea Lockwood, Jennifer Williams, Janet Dunning.

Apologies: Carolyn Steele, Hilary Fergusson, Beverley Price, Joshua Hill.

Communications

Maintaining momentum is a challenge until such time as there is firmer news about the new medical centre.

Action : Dr Baker to do a piece for KADRAS in June (deadline for text is May).

Website – it was agreed that the PPG minutes should be available on the PPG website as well as the Medical Centre website. It was also decided to include the practice newsletter on the PPG website as well. It was decided that it would be useful to track website traffic.

Action : Nick Kusznr to sort a website counter, Julie Johnson to send Nick a copy of newsletter when available to upload, Nick to upload a copy of PPG minutes.

Facebook – Lyn reported some challenges in making the Facebook page fully accessible. She will ask Josh to look at.

Julie Johnson reported that the surgery is soon to get an IT person for one day a week as a share with four other practices. Nicky is a temp, helping in the meantime.

Fundraising

Caroline Stein reported that it was premature to become a charitable trust at the moment but that she has contacted the War Memorial Trust to find out whether the PPG would be able to use the War Memorial Trust as our fundraising charity.

It was noted that one potential source of grant is the Garfield Weston Foundation £5m Anniversary Fund for which applications have to be in by 30th June.

It was noted that it was important to put in motion fundraising activity now to be ready to mobilise as soon as a decision was taken on the new surgery.

Action: Caroline Stein to pursue additional contact at War Memorial Trust.

Kelsall Wellbeing Hub

We discussed what we should call the space we want to create in the new surgery and how we can communicate to the community what it is about, who it is for and how it is different to other

provision in the village. “Kelsall Wellbeing Hub” was suggested as a name and welcomed by everyone there because “wellbeing” embraces what we want to achieve and “hub” suggests lively and a meeting place. The name is flexible and can embrace different ways forward. It is less constricting and specific than a community café.

It was agreed that we needed a vision that is a memorable phrase or sentence that summarises what we wanted to do which everyone could use when describing it to others.

Alan Bottomley had drafted the following, which was welcomed by the group as capturing our intentions concisely and clearly. the text is:

“To provide a communal area for medical centre patients to assist in improving social and health related issues”.

Survey – it was decided there was a need to evidence a need for the hub within the community to help flesh out the concept and for fund raising purposes. An 8-10 minute survey with some closed and some open ended questions was suggested for distribution electronically via Survey Monkey and in paper format.

It was agreed there should be a workstream to deal with this.

New Surgery Update

There was little to update. The District Valuer has yet to come back to the surgery and therefore it is not possible to progress the surgery plans much further until that happens.

MJOG

MJOG is a text facility for mobile phones. Julie said she did not know what MJOG stood for as never referred to in any other way, but that it might be an abbreviation of memory jogger, given its purpose. MJOG went live for Kelsall Surgery on 8 February.

If the surgery doesn't have a mobile number of a patient, it prompts reception to get a mobile number.

Since MJOG has been introduced there has been a noticeable increase in turn ups.

Type of appointment	% turnups pre MJOG	% turn ups post MJOG
Nurse	73%	94%
GP	93%	100%

Friends & Family

MJOG has also created a spike in friends and Family responses. There have been 45 responses this period. Positive with one complaint about having to wait 25 mins for an appointment.

PPG Chairs Meeting

Alan Bottomley reported that it was important to note how engaged Kelsall Medical Centre is in their PPG relative to many other surgeries that were reporting back at the PPG Chair's meeting.

Wider role of the PPG

Humphrey Claxton noted that we need to consider that while the group has rightly focused on a single issue so far, that we now need to identify the wider role of the PPG Group.

Action: The item to be covered in the July meeting.

Date for upcoming meetings

All note that meeting dates are set for next 3 months as follows:

April - Thursday 26

July - Thursday 12

September – Tuesday 18

Action: Michele Grant to book room for September meeting. All other dates are reserved.

AOB

Julie Johnson noted an issue in relation to gritting the public footpath to the surgery and the neighbouring car park. Cheshire West & Chester Council will not provide a grit bin and grit for this area. The group were unanimous in considering this very important. It was recommended that Julie speak with the Parish Council to see whether they could help.

There being no other business the meeting closed at 18.55