

# Kelsall PPG Meeting

## Thursday 13 April 2023

### held at the Medical Centre, Kelsall

## Minutes

**Present :** Caroline Stein (Chair), Alan Bottomley (Vice Chair), Michele Elvin (Secretary), Jen Bottomley, Dr Claire Baker, Julie Johnson, Nick Kuszniir, Fiona Smith, Alan and Ann Parsons, Lorraine Hammond and Colin and Monica Haworth.

### **1. Apologies & Minutes**

Apologies from Erin Murray.

It was noted that Fiona Smith had been present at the last meeting but had been missed off the minutes. Apologies from the Secretary.

### **2. Matters Arising**

There were no matters arising not covered on the agenda.

### **3. Chair's Report**

Caroline welcomed everyone to the new medical centre and Wellbeing Hub. She reflected that it is 5 years since we first discussed the Frome project and now, we are the Kelsall project. The Wellbeing Hub has been all consuming for many people in the PPG and for so many other villagers. There has been wonderful support from charities and businesses which has allowed us to make the dream come true. It is fair to say that the PPG has concentrated on the new build and now that the medical team have moved in, we should now turn our attention to being the "patient voice".

We need to grow the PPG membership, so we are more representative, gain enthusiasm from some new blood and communicate better with the patient base.

### **4. Update on the Medical Centre**

There was a discussion on a small number of teething problems with the building. These are chiefly about the heating system and that the road leading up to the medical centre has not yet been surfaced but this is due to be done this week. There has been some complaints about the height of the checking in screen but this level has been set to allow wheelchair users to check in.

Julie reported that they have a health and safety team and that the fire risk assessment for the new building has been undertaken.

There are two new receptionists – Helen De Martino and Anita Edmond.

Amy Clarke, Advanced Nurse Practitioner is now working five days a week.

Sian French is now doing physio at the centre.

From May onward, Kelli Fox, Clinical Coordinator will be able to see patients.

Covid vaccinations are being done for the Nursing Home and house bound. There are 21 appointments scheduled for immunosuppressed patients.

The medical centre is not visible from the main road and because the houses are not completed there is a need for signing from the road. This has been refused by CWAC because the Medical Centre is classified as a private practice. They may need to appeal this.

The changes to dispensing have been put up on the Facebook page. Alan will also circulate to the c. 280 patients on the PG database. The PPG website will also be updated.

There is a continuing problem at the surgery with the telephony system. Work is ongoing to source a replacement system and it is hoped this will be in place by September in other practices within the RA PCNs. To mitigate the current problems, the practice has put more staff onto answering the phones.

New patients can now register with the practice. There is a timeframe in which the surgery needs to undertake a check up of any new patients, so it is important to manage growth.

The screens in the medical centre will go live next week. They were delivered late and still await configuration. The IT upgrade means the system is more efficient.

The practice would like to move to 15-minute appointments. The surgery regards continuity as important.

It was noted that the Wellbeing Hub has funding for children's mental health and the importance of working with the surgery to ensure that their future funding bids align with the medical practice priorities to build strong collaborative working.

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

The PPG chairs across Cheshire West met at the end of March. There was a presentation from Laura Marsh, Associate Director of Transformation for West Cheshire ICB. Within the Cheshire and Merseyside Integrated Care Board (ICB) there are 9 distinct Places. Laura covers the one for West Cheshire. Her team is responsible for commissioning together with the Local Authority. This involves budget pooling and covers the wider determinants of health.

There is no planned change in the direction of PPGs as the connection to the patient voice. However, PPGs at practice level are not the only way of hearing the patient voice. Other groups exist within Cheshire and Merseyside, e.g. Health Watch. Whilst the details are not yet known, the new GP Contract may not mandate PPGs in the way it has until now.

The Quality Outcomes Framework (QOF) now includes continuous improvement, e.g., phone access improvement, navigating patients to the right person, new roles in primary care. There are currently 116 FTE new roles and that is planned to increase to 164. This is nationally funded. The roles include paramedics, pharmacists, mental health specialists, physiotherapists, dieticians, nursing associates, care co-ordinators, social prescribing link worker and many more. One challenge is for practice staff to understand these new roles and then for patients to accept that seeing a GP is not always the best solution to addressing their health needs.

Care Community: This is Chaired by Dr Adey. It is considering changing the name to Rural Community Network. The key points for report back are:

Linking to getting people online project – supporting people to get access to medical records which may be a motivation for some people to get online. Part of the targets ahead is using NHS app being able to access records.

Registering electronically with GP – digital push is increasing and those that are not using digital will be excluded. This is a problem.

PCN concentrating on green prescribing for inhalers.

The grant to the Rural CC is slowly being spent. The sensory garden has used all its funding to provide the hard landscaping for the garden. The Malpas minibus is running routes to take locals from surrounding villages to the activities in Malpas. The Malpas befriending fund is supporting these activities twice a week. The Kelsall befriending fund was used for training volunteers and now it will support the provision of activities within the Hub.

## **6. Wellbeing Hub**

It has been operational for 3 weeks. 240 people to date have purchased a drink. A reading group and a knit and natter group have already been set up and met. There have also been Opal sessions and training events. Puzzles and pastimes, moving with awareness and a brain yoga quiz have already taken place.

Parking can be an issue. The Morris Dancer manager has said he is happy for people to use the pub car park up to 12.00 noon but not after that as it needs to be primarily for the pub customers.

## **7. Fundraising**

Just three and a half months into the year and £2,660 has already been raised mostly from the big and the mini quizzes.

The bookings for the Coronation Tea on 4 May are very strong.

The event after that will be the cake stall on 27 May at the Folk Festival.

## **8. PCN Survey Results/QOF Results**

This item is to be deferred to the next meeting.

Julie did report that the Friends and Family survey has been reinstated. The scores for February and March are as follows:

### ***February***

Total 119 responses

106 – very good

9 good

2 neutral

2 poor.

### ***March***

Total 293 responses

252 – very good

37 good

2 neutral

2 poor.

## **9. Newsletter – PPG Involvement**

Other PPGs put out surveys and it was suggested that our PPG put out a survey in the next 5 months. Our own survey would be to gauge what the patient voice is around the new building, parking, services provided etc. Julie has also confirmed we could do a verbal face to face mini survey in the waiting room to gain feedback as well.

A quarterly newsletter is being done by the surgery and the PPG would like to contribute if we re in receipt of the deadline for submissions.

A mini poster about the PPG is to be developed and put up on the noticeboard in the medical centre.

## **10. Any Other Business**

None

## **11. Next Meeting**

**THURSDAY 18 MAY MEETING HAS BEEN CANCELLED.** Now that we are meeting in person at the surgery, meetings will go back to being held once every two months.

### **Next meeting dates:**

**Thursday 29 June at 4.30 p.m. 2023.** Any apologies to the Secretary, Michele Elvin. The following meeting will be held on **Thursday 31 August at 4.30 p.m.**

There being no other business the meeting closed at 17.40 p.m.