

# Kelsall PPG Meeting

## Thursday 19 October 2023

### held at the Medical Centre, Kelsall

## Minutes

**Present :** Caroline Stein (Chair), Alan Bottomley (Vice Chair), Michele Elvin (Secretary), Claire Baker, Jen Bottomley, Julie Johnson, Alan and Ann Parsons.

### 1. Apologies & Minutes

Apologies from Erin Murray, June Willis, Nick Kusznir and Lorraine Hammond.

Minutes from the previous meeting were approved.

### 2. Matters Arising

Following Nick's update and fresh to the website, Julie to check the new content on the PPG website is accurate and relevant.

The notice board has been repositioned in the medical centre beside the reception desk.

The PPG questionnaire is deferred, as we helped with the recent PCN medical survey (which included some of the questions we had anticipated asking in the PPG questionnaire) and there are continuing issues with emailing patients.

The new meeting time of 18.00 has been agreed. It was decided to automatically set up a Teams link to the meeting in future, for those unable to attend in person.

Permission to use the green piece of land beyond the garden has been agreed by Claire and Kylie for Men in Sheds. This project will need to demonstrate need to achieve funding.

**Action:** Julie to check new content on the PPG website is accurate and relevant. Julie to send out a Teams link for each PPG meeting in advance for those unable to attend in person.

### 3. Chair's Report

Caroline thanked everyone who was involved in marshalling the patients and those who got all the surveys completed. Unfortunately, it turned out not to be the best forum for approaching patients about membership of the PPG.

Julie reported something went up on the medical centre Facebook page and they received a very positive comment supported by several others about the medical centre and Wellbeing Hub. It was also noted that West Kirby Medical Centre had set up an Age UK café and also run programmes similar to ours and had used our Wellbeing Hub as their model. Caroline has put them in contact with Helen.

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

The flu clinic was very successful. Being in the medical centre provided opportunities to do ECGs, blood pressure checks and other vaccinations. 500 people came to the clinic. 500 people came to the clinic. Care home staff have had their flu vaccinations done by the medical centre and housebound patients are due to be done next week. All 1,200 eligible patients will be vaccinated by the end of October. Any spare vaccinations will prioritise carers.

The third year students have started in the practice and will complete a six week placement. One 4<sup>th</sup> year student from Manchester Metropolitan University will be in the practice between now and May 2024, on a four week placement.

The new clinical pharmacist, Ying Chan, is starting on 4 December and the staff are looking forward to welcoming her to the team. Donna also started in the pharmacy in October.

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

There is nothing to report from the CC.

PCN meeting was on 12th September but the notes Caroline received were not that helpful and anything relevant to Kelsall.

Questions raised from the Rural Alliance PPG Chairs meeting were:

- a) Again raising the idea of using a paramedic for home visits to try to take work from the GPs. This has already been explained as not appropriate.
- b) Paul Varey of Tarporley (Dr Adey's practice) raised the issue about the lack of understanding among Tarporley patients about what a social prescriber actually does. Do patients elsewhere have a better understanding?
- c) During the pandemic there was abuse of practice staff. Has this reduced? Claire reported that such abuse was fuelled by the media. Now this negative media coverage has died down, so has the issue.
- d) Shingles vaccination advice is unclear. Claire agreed that the advice is extremely unclear and the public campaign is generating demand.

The wider Chairs of all PPGs CWAC (Cheshire West & Chester) and East Cheshire had a meeting but it was poorly attended and there was no representation from the Integrated Care Board (ICB).

There seems to be a general malaise around PPGs which is very disappointing. Claire said the PPG was an important patient voice.

#### **6. Wellbeing Hub Update**

The wellbeing event which ran alongside the flu clinic worked well with patients exiting through the event area. People liked to talk to people who were there and issues of loneliness and isolation came up.

#### **7. Patient Access Survey**

300 surveys were handed out on the day of the flu clinic and 295 were completed.

**Action:** Julie to share survey findings.

## 8. Friends and Family

The Friends and Family survey results for September and October are as follows:

### September

Poor	7
Neither	4
Good	23
V Good	252
Total	286

### October

V.poor	1
Poor	2
Neither	3
Good	18
V Good	243
Total	267

**Action:** Julie to check what percentage of patients the total survey responses represent.

## 9. Newsletter

The newsletter for November is underway and the Wellbeing Hub to contribute as appropriate.

## 10. Any Other Business

We have reviewed the TORs and Constitution for the PPG and this will be reviewed again in May 2024.

The PPG formally congratulated Erin Murray who has just started studying medicine at Newcastle.

## 11. Next Meeting

**Next meeting date: Thursday 11 January 2024 at 6.00 p.m.** No further dates for 2024 meetings were set. Any apologies to the Secretary, Michele Elvin.

There being no other business the meeting closed at 18.15 p.m.