

# Kelsall PPG Meeting

## Thursday 29 June 2023

### held at the Medical Centre, Kelsall

## Minutes

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

### **Apologies & Minutes**

Apologies from Erin Murray, Fiona Smith and Lorraine Hammond.

#### **1. Matters Arising**

There were no matters arising not covered on the agenda.

#### **2. Chair's Report**

Caroline welcomed June Willis to the group and we said farewell to Monica and Colin Haworth. She reported that life in the building seems to be settling into a routine. Signage is up on Chester Road so patients should be able to find the surgery and the Hub. The gardens are maturing and hopefully soon the bungalows and houses will be populated to make the area complete. The road should be tarmacked, again in the near future, to bring the long building phase to a close. Caroline reported she had heard only good things about the new medical centre. We are working on a grand opening for the end of September. Helen, our manager, is working closely with Julie on this.

Caroline reported that Tarporley War Memorial Hospital (TWMH) had its grand opening a couple of weeks ago which was very warmly received. The transformation has been fantastic and new services are now up and running. I am sure some of our patients will be referred to Tarporley, either by the GPs or from the Countess of Chester Hospital. There is a lot of services available at the TWMH and these are summarised on a poster.

**Action:** In response to a query from the group, Caroline to find out whether there can be referrals from social prescribing.

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

Claire reported there had been an away day for clinical staff and the management team. She also said they would be allocated medical students starting in September with Year 4 students from Manchester University. There would also be two medical students from the University of Buckingham on a seven-week block. The objective is to become a training practice.

It was noted that the pharmacy technician is going on maternity leave.

A new contractor is being sought by the developer to get the road finished.

Dr Durant is doing a low-key opening of the practice so staff can show family around. There will be limited invitations.

A new supplier has been selected for the practice telephone system. Other practices in the area are already using this system. Five out of the six practices in the Rural Alliance will be using the same system allowing a discount for participating practices and making the system cost effective.

In the interim to counter the difficulties with the current telephone system, the practice has taken on additional resource to staff phones and to enable more capacity on reception. Monitoring the impact of this additional source illustrates the benefits.

The practice receives around 4,000 calls a month of which 72% were answered. The average call response time was 6 mins 4 seconds (with the worst being an 8-minute call waiting time during an outbreak of strep). The additional resources meant that by end of March 76% of calls were being answered within 3 minutes and this has further improved to a 2-minute call waiting time during April.

The new telephone system has a callback facility. This reduces the number of people who call, hold, hangup and recall later creating a better patient service and reducing the volume of new calls and unanswered calls.

The practice is planning to hold a flu clinic on Saturday in early October (probably 7 October). This will be based at the medical centre and use the front and back entrance to the centre to make the patient flow safe. The PPG will provide marshalling services.

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

The CC last met on 23rd May. The main points are:

1. Long discussion on the renaming of the group, no decision was reached.
2. The funding for the sensory garden has been all used, Malpas befriending funding has all be transferred from our bank account to support Opal activities in Malpas and the Kelsall befriending fund is being used to provide activities in the Hub for free until it is all used up.
3. There will be no further funding available for 2023/24
4. We had a discussion about digital inclusion.
5. Tarporley Rotary Club held a Health and Wellbeing Fair on 10th June. Lorraine, June and Caroline represented our Hub. The footfall was sadly poor but the networking was excellent. We plan to hold a similar fair in September to show the community the providers we are using or plan to use in the future.

PCN Chairs update also met on 23rd May. Most of what was discussed has been covered by Julie's update. The questions we asked of the PCN Board were:

#### **Q1: Is there potential for use of Paramedics as part of the ARRS role in the Rural Alliance (RA)?**

**A:** RA view is that recruiting a paramedic would not help. They would deal with more acute situations compared to those dealt with by ICCT, and because of the size of the patch one is unlikely to be enough. Hospital at Home does currently provide acute services.

#### **Q2: Re Communication – Website. The RA PPGs are looking at best practice regarding communication. We have been told that NHSE is planning a standardisation initiative. Is this the case for the RA?**

**A:** Standardisation of websites is a national initiative to make things more uniform. Within the PCN we may think about adding a catalogue of areas where patients can self-refer. They have invited PPG chairs to support this process.

In the meantime, Kelsall practice is looking at best practice with the intention of adding any additional NHS requirements when known.

Nick asked in the light of these changes what purpose would the PPG website have now that the Wellbeing Hub website and Kelsall Medical Centre Facebook pages are fully functional and are doing an excellent job in communicating to the community and patients.

It is possible that the new standardised medical centre website may have a section for the PPG which we can populate. This would set out who we (the PPG) are, how you can join and display the minutes of our meetings.

The RA PPG chairs have a document to complete so we can learn from other practices.

Caroline would like to create a poster for the PPG with photos of who we are and contact details of how to join. Also, to undertake a simple survey of our patients to gauge any issues we can help to resolve.

## 5. Wellbeing Hub

Activities are going well and more activities are appearing week on week. We have introduced Wednesday afternoon talks during June. Activities for children over the school holidays are being planned.

Interviews for a youth worker continue but it seems a difficult position to fill.

The garden is now complete but we are awaiting permission from Assura to instal an outside tap but we do have two water butts in place to help with the watering.

The feedback from participants of the activities has been extremely positive. Yesterday 8 people turned up to a talk by Cheshire Later Life. A few ladies who have husbands with dementia were so grateful for the information, they felt lost and desperate.

We need to increase the number of people locally who are aware of what we are putting on. It was noted that notices are going up in the Co op and the church in Kelsall has also been informed of our activities.

## 6. PCN Survey Results/QOF Results

This item is to be deferred to the next meeting.

The Friends and Family survey results for May and June are as follows:

### May

Poor	3
Fair	0
Neither	8
Good	21
V Good	230
Total	262

### June

Poor	5
Fair	5
Neither	2
Good	31
V Good	271
Total	314

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

The PCN survey results were good. Access was raised as an area for further work. As a result the practice are already moving forward on improving the website, setting up a new telephone system (August/September) and looking at online bookings.

QOF achievement: 600.78 points scored out of a possible 635. This is a good outcome because the practice doesn't have some of the categories assessed to enable them to score the points.

## **8. Newsletter**

The newsletter is to be produced quarterly. There are some available in reception and it will also be sent out by email. The PPG will provide an item.

**Action:** Julie to find out when the first issue is due for distribution. No one in the PPG had seen it.

## **9. Any Other Business**

An invitation has gone out to PPG members for the soft medical centre launch.

## **10. Next Meeting**

**NOTE THE DATE OF THE NEXT MEETING HAS BEEN CHANGED.**

**Next meeting date:**

**Thursday 24 August at 4.30 p.m. 2023.** Any apologies to the Secretary, Michele Elvin. A date for the meeting following that was not agreed.

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