

Kelsall PPG Meeting

Thursday 6 June 2024

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, Fiona Bazeley, June Willis, Miranda Pothiawala.

1. Apologies & Minutes

Apologies : Nick Kuszniir, Georgina and Roger Bailey, and Lorraine Hammond.

Observer: Rachel Barry

The group welcomed Rachael Barry who is a US student spending some time at the Kelsall practice.

The meeting was chaired by Alan as Caroline was delayed and joined the meeting later.

Minutes from the previous meeting were approved. Updates on actions are:

2. Action Tracker

Julie reported that either herself or Dr Baker needs to contact the Clinical Directors about Alison Swanson attending the Board meeting to help build stronger communication between the PCN, Countess of Chester Hospital and Tarporley War Memorial Hospital.

3. Chairs Report

Update on Tarporley War Memorial Hospital (TWMH)

The day care centre which runs on Thursday and Friday has been operational for 10 weeks and is attracting around 8 participants a day. Feedback has been very good.

Countess of Chester Hospital are being encouraged to increase activity within the building.

Financial Viability for General Practices

We did what was asked of us and updated the medical team but with the general election process going on the appetite to progress this is low at present, so action completed for now.

Claire said it would be good if people asked questions about GP funding to prospective candidates when opportunities arose.

4. Update on the Medical Centre

Julie reported that they hoped that Drs Adey and Dancy will be moving into their space in Kelsall within the next 4-6 weeks and Drs Adey and Dancy will undertake their own communications with their patients. They will have five morning surgeries a week for a GP and two mornings for a Practice Nurse. There will be a separate check in point for their patients.

Claire noted that these patients could potentially create around 100 new people as users of the Hub.

5. Discussion on Letter from House of Commons

This replaces the original agenda item 5.

Following the meeting between Caroline, Julie and Claire with Edward Timpson MP, the practice has received a formal response from Andrea Leadsom MP – Secretary of State for Health. This was a general letter and did not provide any further information on how the GP issues were to be addressed. The letter was shown on screen and handed round to members of the PPG to read.

Due to the election, we await on the new government priorities for primary and secondary care.

In the meantime Rachael Barry, who was present at the meeting, is writing a series of “A Day in the Life of...” articles about members of the Kelsall Medical Centre team to raise understanding about the various roles in the practice and what happens during a typical day in their job. The idea was well received, and PPG agreed to circulate when these have been finalised and agreed.

6. Survey of Waiting Room

The survey has been shared with the Reception Managers and they are working on some of the issues raised. Various points came up including signage. The practice is currently working on getting a sign outside the building which displays the opening hours. Going forward the videos shown in the waiting room will be reviewed to check they display properly and contain up to date information on the screens.

7. Flu Clinic Update

The practice placed the vaccine order last year. However, there has been a directive from NHS England that flu vaccines must not be administered for over 65s until October 2024. The exact date has yet to be confirmed. If it is confirmed that the flu campaign can run from 1st October there will be appointments available during that week. Saturday 5 October is likely to be the main clinic unless the date changes or there is a delay in receiving the delivery of vaccines. The practice was keen to see the pop up stands again but getting commitments from external organisations is difficult without a fixed date. The PPG will definitely help with marshalling. Julie will notify the PPG as soon as confirmation of the dates for administering the flu vaccines has been confirmed by NHSE.

8. PPG Chairs Report

No meetings since our last PPG meeting. The next PCN Rural Alliance Board meeting is 11th June. It will be attended by a representative from Bunbury.

9. Wellbeing Hub Update

We are in the process of recruiting two additional trustees.

We are also interviewing for a replacement for Helen. The role will be different and may be split into two roles.

10. Friends & Family

The Friends and Family survey results for March are as follows:

May

Poor	4
V. poor	0
Neither	1
Good	30
V Good	257
Total	292

The poor scorings were about patients having to wait on the day of their appointment. There were lots of positive comments about the reception staff as well as individual doctors.

It was noted that this is a NHS Standard Survey and it is not possible to make changes to the questions or to seek additional information. Over 1000 surveys go out **per month with around 8-9%** return which is comparatively good.

11. Recruitment of New PPG Members

Poster calling for new members to go out with the newsletter.

12. Newsletter

Julie is looking for ideas for the surgery newsletter. Suggestions included something about new Hub Manager (s) when appointed and PPG support role for the flu clinic.

The no reply email address is to happen very soon, which if successful will enable the newsletter to be mailed to many patients directly.

13. Any Other Business

There were no items.

14. Next Meeting

Next meeting date: Thursday August 15 at 4.30 p.m. The meeting after that will be Thursday 17 October. Any apologies to the Secretary, Michele Elvin.

The meeting finished at 17.35 p.m.