**CEDARS MEDICAL CENTRE**

**PPG MEETING**: Tuesday 23rd August 2022

**Present:** Ross Harrison, Tina Marley, Melody Dean, Carol Durber -Chair, Mike Sproston, Jane Sawdon, Mary Holford, Maureen Rees, Derek Longhurst, Rachel White, Chris Rees -Primary Care Facilitator

**Apologies:** Lorna Downing, Di Wigmore, Stephanie Freeman, Vanessa Adams, Catherine Kennedy, Barbara Plunkett, Marie Cooper

**MINUTES**

**Welcome –** Introduction and welcome around the table to new patients who have taken the time to attend today. Previous Minutes agreed

1. **Quarterly update –** Cedars has achieved the Green Impact Bronze Award. We are a Veteran Friendly practice. We have increased social media coverage this quarter by > 200. Cedars medical centre has received the Gold Standard Teaching award for Gp Trainees
2. **Staff Structure**–. Discussed staff change, new staff joining the team as many of the reception team were of retirement age. Partners and lead Partner Dr Al-Sebahi, perhaps have photographs up in reception of each GP, they are available on the Website <https://www.cedarsmedicalcentre.nhs.uk/> **JS** it would be an idea to have pictures up in reception for the less IT savvy. Unfortunately, Dr Martin is leaving us for an exciting new opportunity. Dr Mitch who has done locum cover for us in the past and will cover for 6 months until we find the right candidate. All staff and patients will be sorry to see Jack go. Derek wishes Dr Martin well, all neighbours think very highly of him

 **RW** how can Cedars be more attractive to GPs when recruiting? Cedars wants the best GPs for our patients. GPs have 32 appointments daily which is 7 more than BMA recommends, Secretaires and admin team have removed some paperwork tasks from GPs allowing them more time to care.

1. **Community**  – Sharon went litter picking within the community and is to attend the stroke survivors meeting group along with Mel and Tina held at 13 club.  **SS** we are lucky in Alsager as we have many clubs available, Carers Club, community matters, wellbeing hub. Healthwatch and courses available information available on website – ‘men in sheds’ EBHealth@everybody.org.uk We are also thinking of a local walk for staff and patients to enjoy. Social prescribers help with all areas of social problems – depression, housing, foodbank, bereavement. SWANS – support and wellbeing and nurturing support group. **RW** Promote volunteers, available to take patients to appointments – to get information ring the main community support number



1. **CQC –** we are due a visit very soon – usually every 5 years. We continuously look at patients and compliance to make sure we are heading in the right direction. Members of the panel may be interviewed as previous visit
2. **PCN** – Chris Rees slide show presentation on the changes within the PCN and demand for services in the local area. Chris explained the difference of integrated care systems and integrated care boards and due to patients living longer with multiple conditions by joining services to provide regular ongoing care. Extended hours outside the normal 8.00am – 6.30pm **SMASH** roll out of Covid vaccine across the surgeries of **S**andbach, **M**iddlewich, **A**lsager, **S**cholar Green and **H**aslington practices. Department for Health and Social Care hold the budgets – staff having to work together challenges the workforce with staff shortages, growing waiting lists and the impact Covid had. **RW** – worried re layers adding costs sound clumsy, is it a positive step? **RH** funding for 2024 not secure and we may have to go to integrated Care System. **DL** highlighted area around funding Health and Equality quite concerning and access to services. CCGs are now dissolved now called Integrated Care Board. **RW** – how much funding will be available for Cedars? **RH** – unknown. **DL** – PPG should have a voice as patient representatives, **RH** we will update as soon as we know, in the meantime raise issues with the local MPs? Alsager has 2.000+ additional homes Cedars heading towards 11.000 patients
3. **Smash PCN –** presentation by Chris
4. **Health -** Cedars hoping to start Menopause and HRT/ Contraception clinics with staff trained up to hold menopause support groups**,** policy for workers as more media coverage around menopause than ever before
5. **Appointments and communication** – the telephone message has been reduced by over a minute, we have increased the amount of GP and nursing appointments. Telephone lines are frustrating. We have taken on more receptionist to answer calls, **JS** – there is a delay

 before calls go through – IT to be informed patients think we have hung up. Always patient choice whether F2F appointment of telephone consultation. Extended access is available before 8.00am and after 6.30pm across organisations within **SMASH hub.** Pre-bookable appointments available online

1. **GP Patient Survey**– Cedars gained 93% patient satisfaction which is brilliant, better than all local surgeries. **RH** surveyed 400 patients 52% found it easy to get through with overall experience of making an appointment 65% , see attached .**RW** - Patient’s need to take responsibility for themselves and self-care seems to have diminished, **MD** we need to educate patients, we signpost to the correct service as not every problem is a GP problem. **MS** – process seems to favour the fit and computer literate – **MD** elderly and vulnerable patients are helped with booking appointments
2. **Operational** Flu clinics 8th,15th and 22nd of September, very grateful if any members of the PPG can volunteer, always a good atmosphere and ther may even be a biscuit in it for you
3. **AOB Newsletter** – discussed quarterly newsletter – Derek to focus on the newsletter, any ideas what is to be included? **JS** staff and their specialities as not everyone has access to Facebook and website would be better for the older generation. Leaflets available in reception on the services provided in house**. SS** we have community links with the High School perhaps they could help with the design of the newsletter? **Ideas to inform patients in surgery–** Newsletter, PPG noticeboard, table for events i.e Dementia Week, **SS** to work on information board, monthly focus groups, promote volunteers. Leaflets available on staff and the best person to contact i.e. Secretary

Many thanks to everyone who has attended today

**Date of Next Meeting: to be agreed. MR1 booking to be made in advance**