

Patient Participation Group Meeting: **Monday 14th August 2023**

PPG Members attending:

Derek Longhurst – Chair

Mike Sproston – Deputy Chair

Mary Holford

Catherine Kennedy

Glenys Parkinson

Maureen Rees

Ian Moss

Chris Carter

Neil Vodrey

Clive Bullock

Jenny Tyson

Pat Russell

Sharon Salisbury – HCA/CCC

Michaela Meakin- CCC

Melody Dean – Reception Manager

Tina Marley – Operations Manager / PPG Secretary

Ross Harrison – Practice Managing Partner

Apologies Paula Woodward, Marie Cooper

1. Welcome and Introductions

The chair welcomed new members: Jenny (former nurse) and Clive (former dentist).

Minutes of the PPG Meeting (April 2023)

2. The Minutes of the PPG meeting In April were approved

supporters and layout of previous care events. **(Action: DL to discuss with Lois Hockenhull regarding the Alsager Hub events)**

Hi Jean Project – Sharon outlined the project: Cedars now hold all the stock for this project, local people call in and ask for Jean or Jean + bags which are discreetly handed out. Initially funding came from One Sure Insurance. Period Power has also contributed to sanitary stock, DNA Football Academy players and families had a collection of items which filled nearly 30 bags and there is a drop-off point in the reception area. **[ACTION: Maureen to speak at the Townswoman Guild as funding could be available from them for this project.]**

Friendship Bench/ Community Garden – Derek outlined the value of the project to which there had been very positive responses from other organisations such as the Connecting Communities Partnership members such as Wild Rumpus based in Kidsgrove. Turning what is currently waste ground into a woodland garden could bring benefits to patients who suffer from loneliness and isolation or perhaps have mental health issues; in the summer months classes such as Taichi and Pilates could be organised especially, for instance, for patients with early diagnosis of Parkinsons.

The Walking Group -Aviva insurance has funding available for community projects which may help with the insurance problem to get the walking group off the ground.

Bank Account – Cedars PPG now has a bank account to receive donations. The first was from Alsager Community Partnership of £250.00. Derek and Mike are co-signatories **[Action: - Derek to request a bank card to make the money more accessible when buy supplies such as hygiene products].**

3. The amended Constitution and Terms of Reference were approved by the PPG

- 4. CQC Update:** Ross and Dr Goodwin received a telephone consultation with the CQC on 17th July. CQC investigated the practice data, storage of staff information and how we collate MDT meetings, SEAs and sensitive data. They were happy with the information they received so at present no CQC inspection is required. We are pro- active as a surgery monitoring patients with chronic disease. The telephone access for patients was a negative but moving forward the telephone system will become a cloud-based access system which should help with patient access.

We have retained 'GOOD' status.

- 5. CQC** – Mike began by outlining how impressed he is with how the PPG has moved forward in the past 6 months, thanks to Derek and the staff for being caring and committed. In February he had been asked to investigate CQC reports and advise the practice and PPG regarding any recurrent issues or trends so that we could all learn from good and outstanding practice. He had looked at 8 CQC reports to understand what defined 'outstanding' practice especially regarding PPGs. He provided outlines of CQC reports to the PPG and members were asked to look at the example of

St Lawrence practice. Mike would like a smaller meeting with some PPG members to work on outstanding areas. 'Say- Do – Prove- Improve'. He argued that we need to get the CQC to read about us, suggesting that it was a little disappointing not to have an inspection, given the enhancement of the practice and the PPG since 2016.

6. **Patient Survey – 131 responses** The Survey was **carried** out by PPG members in PPG week (May) to a wide cross section of patients of all ages, including young parents, octogenarians and Bame community patients who attended the surgery. Time was taken to sit and talk with the patients to get an idea of what they thought about the services on offer and how Cedars could improve. Feedback:
- Staff Helpful – Overwhelmingly staff were rated as excellent or very good in terms of helpfulness.
 - Appointments - 60% of patients cited no problems in accessing appointments.
 - Appointment waiting times were generally good.
 - Most patients thought they had had enough time for the appointment.
 - Again, most patients were Very positive about the quality of care they had received.

[ACTION: We need to communicate better on the services available within the practice as patients were unaware of the range of services available. It was questioned whether the PPG could become involved in the production of a Newsletter, [Mel to liaise with Derek] It was stressed that any Newsletter should be kept straightforward and informative; add to website and Facebook.]

7. PPG Action Plan

- How can members contribute? Cedars PPG members have years of experience using their skills to help the patients and community
- PPG members to have a table in reception – talking with patients and offering advice.
- Advertise specialist Months – i.e. breast cancer awareness month – (this has been happening)
- To invite local community services to sit in reception and talk about their services with patients (Ky has contacts from smash community hub meeting)
- British red cross could attend, offering a wealth of services and information for patients including wheelchair hire
- Walking Group – Mel and Shellie our social prescriber are nearly ready to open this to the patients. We are just waiting for Shellie to receive her First Aid training, watch this space....
- Who would like to be the communications Officer?
- Chair to contact Ansa to try to progress the Community Garden project **[Action: DL]**

[Action Plan: Chair to produce updated Action Plan for the December meeting].

8. Practice Update

We have a New ANP (advanced Nurse Practitioner – Steve) who has already received some great feedback from patients. Steve sits in the reception office each morning from 8.00am – 9.30am while the reception team are taking phone calls from patients. He offers advice to the team and the patients, who

would be the most relevant clinician to see etc. Steve has a triage list the receptionists add to and the patient is called back within 5-10 minutes and dealt with dependent on their condition. The triage system has been introduced to reduce the negative experience of the telephone system for patients.

Dr Alison Dockney is joining us permanently. Alison was previously with us as a locum GP so some patients will already have met her.

Over 65yrs flu clinic is being held on 16th September. Thank you to everyone who has volunteered. The day will be split into 2 shifts as requested.

Saturday 16th September

8.00am – 10.30am	10.30am - 1.00pm
Maureen	Jenny
Glenys	Derek
Christine	Ian
Catherine	Neil
Mary	Marie

A further flu clinic for patients at risk will be held on Saturday 23rd September if anyone would like to help. We will also be vaccinating some patients with an autumn booster so week day clinics will be running, dates yet to be confirmed from October.

Thank you to everyone who attended and joined in with the meeting today

The next PPG Meeting will be on Monday 4th December at 11.00am in MR1