



**WINSFORD PRIMARY CARE NETWORK  
PATIENT PARTICIPATION GROUP (PPG)**

**NOTES  
MEETING 7th NOVEMBER 2023 AT 4pm  
DENE DRIVE PPC ROOM 2**

**1. Welcome and Introduction by Carole Heiriss – PPG Chair**

**Present:** Sue Sanderson (SS) – High Street, Chris Brennan (CB) - High Street, Tina Birkby (TB) - High Street Practice Manager, Jane Cope (JC) , Lesley Graffham (LG) – High Street (Note taker), Carole Walker (CW) – Weaver Vale, Carol Barton (CB) Swanlow, Tony Williams (TW) Weaver Vale, Maggie Davenport (MD) – Weaver Vale, Jackie Brown (JB) - Social Prescriber

Tracey Hoather (TH) via video link

**Apologies received prior to meeting:** Ged Hind (GH) (Deputy Chair), Janet Hind, Ann Buchanan (AB), Karen Simpson (KB), Steve Smith (SSm), Susan Stott (SSt) Jackie-Ann Hardman (JAH)

**Welcome to new members:** (c/f from last meeting) Sue Sanderson, Lesley Graffham (High Street Practice); Susan Stott (Launceston Surgery)

Lesley Graffham has agreed to take meeting notes going forward as Tracey Hoather has stepped aside due to work commitments.

**2. Declaration of conflicts of interest**

No conflicts of interest were declared by attending members

**3. Actions from last meeting**

1. Carol Barton's correct email address forwarded to CH and updated
2. Final meeting notes are sent out in PDF format; draft meeting notes only are in Word format to enable revision, if unable to download meeting notes in PDF format let CH know.
3. CH and AW collected patient feedback from Swanlow Practice patients on 17<sup>th</sup> and 24<sup>th</sup> October 2023; 29 patients were spoken with; further feedback was to be collected as discussed with Deputy Practice Manager, however she has now left the Practice and CH was informed no further feedback was required at this time.

<p><b>4. Terms of Reference – finalised and for discussion and signing</b>  All members present signed and agreed with Terms of reference  TH agreed verbally via video link</p>
<p><b>5. Code of Conduct – finalised and for discussion and signing</b>  All members present signed and agreed with Code of Conduct  TH agreed verbally via video link</p>
<p><b>6. Care Community Steering Group</b>  Deferred to next meeting</p>
<p><b>7. Update from ICB / PCN</b>  – Sam Logue is no longer supporting Winsford PCN – has she been replaced? Informed that this support would sit with the PCN Management Team and Practice Managers representation going forward – how will this work?</p> <p>Sam Logue has been replaced by Colin McGoughey (CM). CH has asked for contact but so far nothing.</p> <p>TB – Sam Logue was a great help and supportive of Winsford PPG. CM so far is not as forthcoming. TB leaving as Practice Manager of High Street Surgery. TB’s new role will be as PCN Strategic Manager/Project Lead, working alongside the 5 practice managers.</p> <p>Sharon Meakin will be the new PM at High Street(16 years experience)  Hannah Marshall moving to Swanlow from High Street to take up role as deputy practice manager</p>
<p><b>8. PPG Chairs Group meeting July 2023</b>  Feedback from CH (deferred from last meeting)  CH attended PPG Chairs Group in July held at Countess of Chester Hospital. Attended by 18 PPG chairs from East and West Cheshire; purpose of the group was unclear, they have no Terms of Reference in place. An excellent presentation of Hospital at Home running in Chester was given by the Consultant running the programme. Possibly coming to Winsford in 2024 however Winsford currently has Step Up Step Down (2 or 3 beds in one of the Winsford care homes, for those not able to be discharged home from hospital)  2 x social workers based for therapy services.  Do SMASH have access to the Hospital at Home service? (Sandbach, Middlewich, Alsager, Shavington, Haslington) – TB to investigate.</p>
<p><b>9. Cloud Based Telephony</b>  All five Winsford Practices have purchased ‘Check Cloud’ and it will be up and running in all 5 Winsford surgeries by end of March 2024.</p> <p>There will be many benefits including a “call back” facility, integration with EMIS to allow staff to identify caller, know where you are in the queue.</p> <p>CB – how will it work if there is more than one registered patient to one phone number?  TB agreed to investigate.</p> <p>Chester practices report a much better experience for patients with Check Cloud since its implementation.</p>

**10. Meeting Times** members view on current time of meeting

Initially raised by Karen Simpson - can meeting times be changed to encourage/allow others to attend, particularly those in employment?

Current time of 4pm start allows practice staff to support.

Will younger people want to be involved even if it's later?

Young mums, dads, teenagers etc are all welcome, how do we attract patients to join the PPG?

All attending members mostly agreed with current time. TH would prefer later. Virtual attendance is available and can be set up for each meeting.

For now the meeting time will stay at 4pm and will be reviewed in 6 months.

**11. Recruiting new PPG members?**

CH recently spoke with Sue, deputy PM at Swanlow re. asking new patients when they sign up if interested in joining PPG – she agreed to remind receptionist team

AB has approached Warrington & Vale Royal College to recruit younger participants – feedback? Deferred due to AB absence.

TB: the ICB has launched a Digital Strategy and all practices are aiming to launch a 'chatbot' on the practices websites.

CH: The Care Quality Commission (CQC)'s new assessment process has prioritised patient feedback therefore it is key that practices have systems in place to gather patient feedback and evidence that they are acting on it.

TB will look at red, amber and green buttons for quick patient feedback on leaving a practice after an appointment

**12. Why are Winsford patients being referred to Reed Wellbeing** for management of pre-diabetic conditions when NHS reviews of this service are not good.

How many patients are falling through the system because of the above?

CH was referred and agrees it's negative. Tony had family referred and all negative feedback. Good idea but doesn't work for many reasons, including that the group support offered is not just for pre-diabetes i.e. in a group with others who may want to give up smoking etc.

TB will raise a query at the next Strategic PCN meeting

**13. Any other business**

TB: Q3 and Q4 surveys hoping patient feedback is better. Will they need PPG to do another survey? Will speak to PMs to ask if PPG required to help with collecting patient feedback.

Volunteers – CB, LG, SS, MD, TW, CFB, CW

CH will be in contact volunteers in December, if required.

LG: stated the need for GPs with better menopause knowledge across Winsford GP

practices – Dr. Alex Fulton at Weaver Vale Surgery, who has received specialist menopause training, is offering training to other GP practices in Winsford.

JB: Social Prescriber based at Swanlow with Debbie Howarth and Neil Corbyn. take referrals for non-medical issues and cover all 5 practices. Good knowledge of services available. Referrals are via GP or self-referral via patients registered GP practice. Non-medical services include bereavement, caring, homeless, housing, debt, employment, relationship issue etc. Care Community meetings are attended with Penny Preston and many other networks and work closely with social services, social landlords, wellbeing teams, PCSOs, Job Centre, Salvation Army. Extremely busy but waiting times are getting back to one week to 10 days from 2 weeks plus.



A QUICK GUIDE TO  
SOCIAL PRESCRIBING

CH: surgery noticeboards – cluttered, some at wrong height, out of date information. Can PPG assist with notice boards?

LG: patient name calling on boards – can the boards be adapted to protect patient confidentiality - action by TB

**14. Next meeting: Tuesday 6 February 2024 at 4pm Dene Drive PPC, Room 2**