



**Dr R Harding, Dr T Strefford,  
Dr NK Luty, Dr R Singleton**

Broadway, Barnton, Northwich, Cheshire CW8 4LF

Appointments: Tel. 01606 544241, Emergencies/Home Visits: Tel 01606 544240

## **PATIENT PARTICIPATION GROUP**

**16<sup>th</sup> April 2019**

**Oakwood Medical Centre**

### **Minutes**

1. **Welcome and apologies**

Apologies from Audrey Woods, Kevin Johnson and Janette Harazny.

2. **Minutes from last meeting and updates/actions**

Minutes were circulated and updates reviewed on the following:

✓ **Telephone Lines**

Feedback was given on the telephone lines from the PPG. The messages are a bit too long. A cancellation of appointments option would be beneficial. LC to action. There is no feedback yet on the issues around being 1<sup>st</sup> in the queue then going to 4<sup>th</sup>. LC advised the messages will need re-recording.

✓ **Booking appointments/Online**

Children are struggling to register with a separate e-mail address since the update. LC advised EMIS may be changing this and will ensure the PPG members are informed as soon as this happens. There is also a general lack of appointments online. LC advised almost 50% are online but that they go quickly. Looking at other options to put online (physio/Mental Health etc). Will look into this.

✓ **Care navigation**

LC advised that this has not proved to be very onerous and has been fairly well received by staff and patients so far. It is mainly just logging what we do already. PPG to continue to feedback any comments as required.

✓ **Screens – in foyer**, to be replaced with a Care.Hub (see below) website so patients can e-mail local clubs and contact numbers to themselves. This was something requested by Oakwood and other practices and just waiting for the Alliance to action this.

3. **Practice Update**

• **CareHub.info**

Link on our practice website, a constantly updated web contact of local and national clubs and useful services. PPG to circulate to patients as required.

• **E-Consult**

We are looking at trialling this with Dr Strefford and Dr Singleton in the next 6 months. If anyone would like to see a trial please contact LC and she will send over the videos (were sent round a while ago).

• **PCN**

Primary Care Network update – working together as a group of practices in Northwich. Our patients as well as others fed back what they would like to see as areas of priority: Cancer Screening/Child Health/Mental Health. Volunteers may be requested for events over the next 6 months or so.



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- **Appointments/Recruitment Update:**

Appointments review nearly complete along with options for recruitment. Some of this will depend on PCN funding and working as a group. We are not rushing into any decisions at present.

- **Primary Care Charter Submission**

For next time if any questions from the group – we submitted our report so we are compliant.

- **Contract 2019-2020**

Summary sheet circulated to the group. Questions can be brought to the next meeting – see big focus on PCN and working together.

4. **PPG Update**

- **Action Plan 2019-2020**

The action plan may depend on the PCN Work but will definitely include work on the appointments review for patients. E-consult (different ways of working) will also factor into this, as well as a review of care navigation and any leaflet/website updates as normal.

- **Contacts for Patient Champions**

If there are any specialist interests within the group that would like support for meetings or help with events please let LC know.

- **Meetings**

5. **AOB**

- **Future sessions for PPG**

To look at training sessions and meetings specifically for one purpose in case that helps people attend.

- **Sanitiser near check in screen**

LG mentioned that this needs a larger poster as it's not obvious. LC to ask FOH to do this.

- **TV Screen – larger**

All mentioned that the TV screen was too small in waiting area. LC agreed but they were bought as a package through IT/The Alliance. LC to enquire about a larger screen.

- **High backed chairs in waiting area**

The PPG has requested a high backed chair in the waiting area – LC to ask the GPs about this.

- **Waiting area set-up**

The PPG is unsure if this is a good layout as half the room cannot see the screen! LC to look at with the team and look for alternatives.