

# MINUTES OF HANDFORTH PPG MEETING 20 AUGUST 2019

**CHAIR:** Ken Scott

**MEMBERS PRESENT:** Dr. Sarah Holmes, Joanne Morton (Practice Manager), Claire Bury (Asst. Manager) Theresa Corrick, Lynne West, John Palfrey, Derek Pay, Meg Smith, Pat Riley, Mark Pepper, Jenny Pepper.

**APOLOGIES:** Caroline Sproggan.

**MINUTES:** Jenny Pepper

**MINUTES OF LAST MEETING:** Approved.

**ACTIONS FROM LAST MEETING:** All completed

## **AGENDA ITEMS:**

1. **FORUM** There were no external speakers at this meeting.

## 2. **INFORMATION OF CHANGE**

(a) **Chair update from Correspondence received**

### **Joint Plan**

4 separate CCGs in Cheshire are to merge and become 1 in the proposed government plan. Member practices are now voting on this merger by end September.

CCG, Council involved Social Services, Public Health and Mental Health. GP to have joined up care, with the aim to create 1 CCG from 1<sup>st</sup> April 2020.

### **Engaging Public**

Large footprint won't affect engagement with public. Practices will be part of a Primary Care Network (CHAW Chelford, Handforth, Alderley and Wilmslow). Each PCN will appoint a Clinical Director and will represent the view of their care community with wider network and will therefore remain locally engaged.

It should result in a reduction in staffing/costs, e.g. 4 CCG Directors currently, but will become 1 Director going forward.

Redesign of Special Mental Health Care provision for adults i.e. provision of hospitalisation of acute care and then where to move on to.

Joanne Update - Awaiting vote of CCG Merger, 1 Practice = 1 vote. If the merger goes through, then the CCGs will have 1 year to complete the merger and to gear ourselves up for changes as a result of the vote.

## **(b) Building Update**

Joanne confirmed the practice is waiting for agreement from the Council for the section 106 funds to allow us to final the next phase of the work. Once confirmed, the work to knock through to next door can commence.

The practice will end up with an additional 6 consulting rooms next door - although they won't all be used at the start. The Practice has been in consultation with the CCG concerning all the new houses currently being built or due to be built - and these additional rooms will mean there is sufficient capacity to provide care to the increased number of patients, all bar the Handforth Village development.

As a point of interest, the Practice's patient list has remained a steady 9,200 - 9,900, over the last 10 years despite all the additional houses being built over that time.

## **(c) Patient Care Network**

No further update at this time.

## **(d) CCG Update**

Update given under 2 (A) above

## **(e) DNA Reporting & new text reminder**

Claire/Joanne advised that our previous trainee had been doing some analysis of DNAs and the largest area of issue is appointments to see the Nurse, which are often booked quite a way in the future. Drilling down, the key area of DNA is for Phlebotomy appointments. Further analysis will be undertaken to look at ways we can reduce these numbers.

**ACTION; Joanne/Claire to report back on any actions as a result of the above audit work.**

Ken has produced a very useful document around the work that has previously been undertaken by the Practice, to reduce DNAs as well as the question whether we should include a figure of the cost of the missed appointment, when we text those patients who have failed to attend.

Included is the figure work around Appointment Analysis for 2016-2017 which is very interesting, but now somewhat outdated.

**ACTION; Claire, please can you provide figures for 2018 / 2019 to allow for further analysis.**

#### (f) **Succession Planning**

Ken has been the PPG Chair for 20 months. Originally, he had agreed to do the role for 12 months, but agreed a further term as there was no replacement name put forward.

It is therefore appropriate that a formal process for Succession Planning, is agreed.

The PPG have therefore agreed that the Chair should be in place for a period of 12 months, running from the 1st January 2020.

Those interested in putting their name forward as replacement, should send their name to Claire by 1st October each year.

Broadly, the role of Chair primarily includes:

- Acting as a point of contact for the PPG
- Receiving documentation from the CCG, disseminating and then presenting relevant points to the PPG
- Chairing the quarterly PPG meetings
- Any other duties as necessary.

**ACTION; 1) Claire, please up-date the Terms of Reference with the agreed action points. 2) Any interested party in becoming Chair for the 1/1/2020 - 31/12/2020 period, please email Claire by 1/10/2019**

#### (g) **Terms of Reference & Ground Rules**

The terms of reference included was acceptable by all.

### 3. **MEASURES OF PERFORMANCE**

#### **Mori Poll Results**

The responses were colour coded dependent upon how the Practice had performed in the current year in comparison with the previous year.

Key: Green = better than, Yellow = same as, Red = worse than. Whilst there is a lot of red on our chart - it is important to look at it in comparison with the CCG results where the Practice achieved higher percentages.

These results were based on a 42% response rate. 245 questionnaires were sent out or which 143 were returned. Of course, the make-up of those questioned is unknown and could include those who never or rarely attend the Practice.

The significantly low response, is to question 3 - '% of people who get to see / speak to their preferred G.P'. The CCG average is 68% where our response rate is 31%. It is important to note some of the factors behind this include;

- the number of patients who use the online booking system to book an appointment for the same day, won't be given a choice behind who they see.
- Likewise, those who choose to 'sit and wait' for the same day appointments, won't be given a choice.
- We also have a high proportion of part time GPs as well as trainee GPs - both of which will impact the figures.

The PPG asked Joanne what would happen if the CCG were concerned about a specific response or Practice and Joanne advised they would be asked to complete a report on the factors affecting the response/s and what measures they intend to put in place to improve.

With the development of next door and additional services joining - such as 'Talking Therapy which now sees patients over a 5 day period - this should help positively impact the results.

#### 4. **PATIENT PERSPECTIVE**

##### **Comments/concerns/suggestions from 2(b-g) above:**

Joanne confirmed that the national average waiting time to see a GP, was 3 weeks. The Government is in the process of making more clinical staff available - although these won't necessarily be GP roles. More complex cases will be seen by a GP, but other more routine appointments, like pill checking, could be undertaken by other staff.

Theresa mentioned that she attended a Livewell Cheshire East initiative that was about promoting the service. Most of the PPG have heard of Livewell and what they can do and agree it is a great service.

Claire confirmed that it is promoted on the website - with a link to take you to it. Jenny confirmed that Livewell is also mentioned in the new Connect Booklet.

Theresa mentioned that she had used the new online Physio referral system and found it really good. Joanne confirmed that is was only to be used by those who have seen a GP and been told to use the online referral system.

#### 5. **PPG ACTIVITY**

##### **(a) Connect Booklet**

Jenny confirmed that the final funds needed to produce and print the booklet, were agreed by both Wilmslow Town Council and Handforth Parish Council on a 50/50 split.

Whilst Wilmslow TC transferred the money electronically, Handforth PC issued a cheque which was sent to the surgery. Unfortunately, that cheque is currently missing.

That has raised that point that there isn't a specific PPG post box in the surgery, for the office staff to put any post received.

**ACTION; Claire order a new post box. Label it PPG and inform the team to use it for any PPG / Connect, post and then notify relevant party to collect.**

Latest news - The Connect team have the greatest pleasure in announcing we have taken receipt of 10,500 Connect booklets - which look amazing! If you wish to view the booklet online - you can view it on the dedicated Connect website: <https://handforthppgconnec.wixsite.com/connect>

There is also an email address: [handforthppg.connect@gmail.com](mailto:handforthppg.connect@gmail.com).

Both sites will be managed by the Connect team.

The booklets will now be distributed and ultimately if it proves a success, then a second edition will be considered in the future.

**ACTION: If anyone has any questions, suggestions as to where they might like to see the booklet, then please get in touch.**

##### 5. AOB:

Derek asked a question regarding repeat prescriptions. He had received items that he hadn't indicated he needed in that specific prescription request. Joanne has requested he keep the evidence and refer back to her if it happens again. That also goes for anyone else if the same thing happens to them.

Claire has informed the PPG that future meetings will be held on a Wednesday. This is due to the surgery being open late on that day of the week, meaning people won't have to knock on the closed door to gain access.

Mark mentioned that both himself and Jenny volunteer for the local RSPCA. One source of fund raising is via postage stamps.

**ACTION; Claire to request the post teams to retain any postage stamps and place them in the PPG post box which Mark will routinely collect. Likewise, if any of the PPG wish to get involved then please either retain the whole envelope or tear off a good chunk of envelope around the stamp and either hand them over at the PPG meetings or contact us directly to collect them - thank you.**

**DATE OF NEXT MEETING: . 23 October 2019 @ 19:00.**