

MINUTES OF HANDFORTH PPG MEETING HELD ON 15 MAY 2019

CHAIR: Ken Scott

MEMBERS PRESENT: Dr. James Shipston, Joanne Morton (Practice Manager), Claire Bury (Asst. Manager) Theresa Corrick, Lynne West.

APOLOGIES: John Palfrey, Derek Pay, Jenny Pepper, Pat Riley, Caroline Sproggan, Meg Smith

MINUTES OF LAST MEETING: Approved.

AGENDA ITEMS:

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

2. **INFORMATION OF CHANGE**

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

Ken advised that information primarily centred around NHS operational plans for the future, including the alignment of the Joint Commission of the CCG (Clinical Commissioning Group).

From correspondence received Ken advised:

Quarterly statistics showed that NHS targets were not being met, including A&E waiting times and the 18-week diagnostic time taken for patients to be referred for treatment.

HealthVoice (an advisory committee to the CCG) confirmed that the proposed urgent treatment centre, covering the areas of Knutsford and Congelton, had not been given approval as it was considered the current A&E provisions at Macclesfield Hospital would be sufficient. Joanne advised that if there was any erosion in services it was envisaged that the NHS Care Community plan would bridge the gap.

HealthVoice patient participation meetings were being restructured to make the meetings more meaningful and any patients interested in taking part in the meetings could sign up via the website.

Contingency plans were in place regarding the impact of Brexit on the East Cheshire Health Economy.

The contract for Vernova Healthcare (the company working with East Cheshire GP practices to provide extended GP services) has been extended for a further 2 years.

As part of the CCG 'self help' initiative patients can book online for a physio consultation rather than wait to be referred via their GP. However, this does not mean that everyone will receive treatment. There will be a triage system to decide treatment needs.

(b) Building Update

Joanne advised that the building work was progressing with the next phase being to knock through and join the two sides of the Practice together. This work has been delayed because of funding approval, which in addition to agreement from the Primary Care community needs support from NHS England and the local Council. The funding is connected to the four new housing builds within the local area, with an estimated 400 additional houses being allocated under the Practice. Whilst funding will cover additional space/rooms needed to facilitate the additional number of patients serviced it does not include resources for additional staff. Once funding is confirmed the Council/Handforth Practice will jointly appoint a builder to commence the building works.

As reported previously GPs will have extra space and there are provisions for localisation of other services, such as a clinical pharmacist, paramedic, physician consultant, so that the Practice will be able to supply appointments across a broad spectrum of medical support.

(c) New Check In System

Joanne confirmed that funding for the new automated check-in and call screen had been approved. This news was welcomed by the PPG as was its potential future use to raise patient awareness of health issues and promotion of the PPG.

(d) and (e) Patient Care Network and CCG Update

Joanne advised that with effect from 1st April 2019 the NHS Long Term Plan was available to access on the internet. This 136 page document sets out details of the proposed NHS plans. NB. There is also a two page summary document on-line setting out the key things patients can expect to see and hear about over the next few months and years.

The next stage is for the Integrated Care Provider (ICP) to look at commissioning the CCGs across Cheshire and the Wirral to see how the plan can be delivered at regional level - so the commissioners and local providers will work together to develop and implement their own strategies for the next five years to deliver the long term plans.

Joanne advised that to meet the needs of patients an application has been made for the GPs covering the Chorley, Handforth, Alderley and Wilmslow (CHAW) areas to become a Primary Care Network and they are awaiting a decision on this. HealthVoice which allows patients to have an influence in the CCG will extend this to include the IPC too.

3. MEASURES OF PERFORMANCE

HealthWatch Cheshire Survey Results

The PPG discussed the results provided by the Healthwatch survey which was taken on 3 December 2018 covering the period 1 October to 31 December 2018.

Six feedback responses were provided and it was encouraging to note that five were positive. The PPG discussed the one negative feedback and it was acknowledged that unfortunately without further information on the individual details of this particular issue there was little the PPG or Practice could do to rectify this.

4. PATIENT PERSPECTIVE

Comments/concerns/suggestions from 2(b,c,d) above:

Ken asked if there had been any changes to the current on-line Check-in system. Theresa raised concerns that the number of on-line non-urgent appointments available seemed to be limited/reduced. Although the time frame for booking in advance had been reduced from 8 to 6 weeks Claire advised that as far as she was aware the number of appointments posted online was still the same at 25%. It was felt that the increase in uptake of online appointments could possibly account for the perceived reduction.

Action: Claire to check the availability on the system to ensure nothing has changed.

5. PPG ACTIVITY

(a) PPG Awareness Week

The PPG Awareness Week runs from 10-15 June 2019 and is an opportunity for the PPG to highlight its work and activities.

The Group adopts a number of methods to highlight their role and objectives ie Newsletter, Notice Board, On-line site, phone messages, etc and it was agreed to continue these practices with an additional boost during the Awareness Week.

Actions: Claire to include an item on the PPG Awareness Week in the Newsletter and action the patient phone message to recruit new members. GPs are also to be informed of the Awareness Week to help recruit new members.

(b) What Makes a Good PPG?

Ken updated the Group on the guidance documentation he had received to help PPGs and their Practice work well. This detailed document covered key questions, goals and objectives.

When comparing the Handforth PPG with the document it was recognised that the Group was working within the guidelines and recommendations and whilst there is always room for improvement overall the Group was operating effectively.

Discussions were held on the need to undertake succession planning for key roles within the PPG. Recognising that there had never been a female Chair of the Handforth PPG Ken felt in the interest of gender balance it would be useful to promote/encourage female interest in this role.

Ken acknowledged that the effectiveness of the Handforth PPG is directly linked to all the help and support provided by the Practice staff and GPs. This support is very much appreciated and the Group particularly wanted to place on record their appreciation of all the help and assistance given by Carey MacKenzie over her many years as Assistant Manager and give special thanks to Carey for this.

Actions: Claire/Joanne to look at PPG Terms of Reference and Ground Rules to ensure they are up-to-date and comply with current Data Protection obligations.

Claire to itemise 'Succession Planning of PPG Chair' on the August Agenda.

(c) **Funding for Loneliness Booklet**

Lynne advised that Council funding for the loneliness booklet "CONNECT" has been delayed due to the local elections taking priority. We are also awaiting input on the booklet from a vicar in Wilmslow before publication.

Action: Claire to place "Update on CONNECT Booklet" on Agenda for August meeting.

(d) **Newsletter - May 2019**

The draft Newsletter was agreed by the PPG with a few tweaks around the 'Building Work' text to ensure it is patient friendly language and includes brief information on the extended services provisions - assuming space will allow for this? It was also agreed to include information on the PPG Awareness Week within this Newsletter.

Action: Claire to amend text within the 'Building Work' section and include information on PPG Awareness Week.

5. **AOB:**

Joanne advised that patients can now download the new NHS App but that it is not yet live. Once it becomes live patients will be able to book on-line appointments and access other information via either the NHS App or through the Patient Access system currently in place.

DATE OF NEXT MEETING: TUESDAY 20 AUGUST 2019 at 7PM.