



Informal PPG Meeting

Date: 24 October 2024

Venue: Kingsmead Medical Centre Meeting Room

Present: Ellie Thomas, Valerie Mais, Mo Morron, Lindsey Stott
Laura Mercer (4.55 – 5.40)

Apologies Mandy Skelding-Jones, Lee Brown, Les James, Eaimy Eldho,

1. Introduction

Once again we did not have a quorum of members but went ahead the meeting to discuss issues, hear reports and take information. Actions agreed but no decisions made.

One of the current key issues is the lack of PPG members. Hopefully the PPG recruitment campaign will start early November using the materials that Ken Power has designed. These will feature on Envisage screens, website & social media.

Action - **Ellie** will confirm with Ken that things are going ahead as discussed.

Discussion also took place around using clinicians and prescriptions to promote the PPG.

Action - **Lindsey** will explore the prescription option.

2. Minutes and Action Log

There were no comments on the minutes from our previous informal meeting.

Unfortunately PSC Jillian Comboy has been unable to join us due to illness but she is still keen to talk to the PPG so it has been suggested that we invite her to the first meeting in 2025.

Action - **Lee**

3. Practice Update

PACO system

Dr Laura Mercer joined us and provided really useful background and information regarding the 'digital front door' system she has designed and is continually developing. Discussion took place around the categories of appointments: 1. same day/soon and 2. planned/routine. These terms can mean different things to different people as our discussion proved! So we suggested that '7/10 days' added to the planned/routine category as clarification. Concern is that people who need to be seen urgently are selecting incorrect option. Laura explained that there will be another change to the structure of digital system next week which is part of the ongoing development designed to benefit both patients and staff.

Discussion also took place around supporting those patients who are not confident using the digital system. One suggestion is to have a tablet computer available for patients to be shown how the system works. However this would take staff away from their duties - Mo suggested that Age UK might be able to provide volunteers to help.

Action - **Lindsey** is going to investigate this option.

Laura was thanked for her ongoing hard work and for taking time out to attend the PPG meeting. We will continue to provide feedback and support as required.

Chronic Kidney Disease (CKD) letter

Lindsey explained to us that the current way of revealing a diagnosis of Chronic Kidney Disease to patients is via letter, normally following a routine blood test. There have been numerous complaints from patients regarding this process of receiving a letter rather hearing this news via a phone call or face to face. CKD is a relatively common condition related to the aging process so there is currently no capacity in the system to deliver this message any other way except by letter. Dr Mullan would like us to review the current letter which was last updated 12 months ago and give our feedback and suggestions on how it could be improved. Patients also receive an information leaflet with the letter. Our immediate feedback regarding the CKD leaflet is that the print is so small many people will struggle to read it. A copy of the letter is attached to the minutes. Please can you send your comments to Ellie by email prior to the next PPG meeting.

Action - **all**

4. Patient feedback

Valerie raised a concern on behalf of a friend regarding age requirement and the RSV vaccination. Lindsey clarified the situation - vaccine is available to patients aged between 75 (after 1.9.2024) to 79.

PPG would like to thank the young people who helped out at the recent flu/Covid vaccination clinics. Their help was greatly appreciated.

5. Any Other Business

Before Norma stepped back from the PPG she gathered lots of information around dental care and children. Ellie reported that all this information, including leaflets and toothpaste samples, has been handed over to the practice and will hopefully be used to promote good oral health.

None of the PPG members at this meeting are available to attend the virtual NAPP conference on 16th November.

Ellie reminded PPG about the Cheshire & Merseyside Cancer Alliance. There are 2 participation groups.

- Patient & Carer representative group
- Non-cancer experience Patient Panel

The information has already been sent out to the PPG - if you want to get involved you can use QR code, email or telephone.

6. Closure and Next meeting

5 December 2024

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| Possible Agenda Item | - The Role of the Patient Service Co-ordinator (Jan 2025) |
| | - Nature and Number of complaints |
| | - Frequency of PPG meetings |