



PPG Meeting

Date: 19 May 2022

Venue: Kingsmead Medical Centre Meeting Room

Present: Norma Broadhurst, Mo Morron, Les James, Eva Grice, Sophia Sampson, Lindsey Stott, Mandy Skelding-Jones, Lee Brown.

Apologies: Ellie Thomas, Valerie Mais Emily Marlow, Beth Hansen, Helen Dzelzainis.

1. Introduction

Lee welcomed Sophia to the meeting.

2. Minutes and Action Log

The minutes were approved. On the Action Log:

1/20. Ellie is seeking to identify a contact at Age UK. Norma said there could be a difficulty getting a representative of Age UK to speak as the organisation had suspended attendance at physical meetings during the pandemic. It was not clear if the suspension had ended.

5/22. PPG members commented on the information leaflets that had been circulated. It was suggested that the new leaflet is A4 size, in colour, with a more prominent logo, kept succinct and included in the information pack given to new patients.

6/22. PPG noted the amended Code of Conduct. Mo was using it with new student members.

3. Practice Update

Lindsey informed PPG of staff changes:

- i. A new PSC has started, and another recruit will start on 23 May.
- ii. An additional Care Co-ordinator has started in the Practice to sign post patients with on- going and complex needs to the support and help available.
- iii. A Band 5 Nurse will start in June, and an advert has been placed for a Band 6 Nurse.
- iv. The PCN has recruited a Paramedic to be based at Kingsmead to cover Northwich.
- v. An Occupational Therapist has been recruited to work in the community rather than from a hospital. The sources of referral were discussed and a purpose of being community based. Lindsey and Mandy said the PCN will seek to learn from the operation of the role on how it can best meet the needs of patients in a cost effective way.

- vi. Mandy informed PPG that the PCN is piloting a new Acute Clinic. The process will involve appropriate patients being referred by GPs to a paramedic clinic at Kingsmead for face-to-face consultation. The GP referral will take place after a phone consultation with the patient. The clinic will run three afternoons a week.

The types of issues which will make a patient appropriate for inclusion in a Paramedic Clinic include acute presentation with a range of defined ailments e.g. respiratory problems. A Guide has been developed on who should be referred and why.

The measures of effectiveness of the pilot include whether the patient's issues are resolved at the Paramedic Clinic or they contact the practice again within 48 hours. Patients' views will also be considered.

If the Pilot is deemed successful it will be extended to all Northwich Practices.

PPG asked for an update at its June meeting with information on how cost effectiveness will be assessed and what qualifications the Paramedics will have.

ACTION: Mandy

- vii. Mandy was asked whether planning had started on the Winter Flu and Covid vaccination campaigns. She said planning had started on the Flu campaign, drawing on what had proved successful last year. The number of clinics needed, the volume of vaccines and where to source them was being considered, as was the location of clinics. Mo offered to co-ordinate student volunteer support for the clinics.
- viii. Mandy was also asked whether any guidance had been issued on the size and nature of the health burden of Long Covid and its impact on the Practice budget. She said that Long Covid clinics are in place but no information has been received on longer term budget changes.
- ix. Eva gave information on the on-line booking of GP appointments in Warrington and asked about the process in Danebridge. Lindsey said the process had been hit by the pandemic. The Practice was reviewing the system and the algorithm that PSCs use. She will update PPG in June.

ACTION: Lindsey

4. Patient Feedback

- i. Mo had used the website to find information on blood tests. The screen had not been user friendly, changed too quickly and that links had been difficult to find. The process could be frustrating and cause anxiety.
Mandy acknowledged that there were issues around accessing information. It was a Mid-Cheshire Hospital information screen and feedback had been given on the problems patients had encountered.
- ii. Norma briefed PPG on the Northwich Leg Club. It had been set up in September 2018 to support people with serious leg conditions which could lead to them living with pain, isolation, stigma and depression. The purpose of the Club was to re-integrate members through meeting in a social setting, where District Nurses dressed their legs and volunteers interacted with, and supported, those attending.

It had been found that the social solidarity and community feeling generated between members led to improved physical and mental health as it involved them co-operating with each other, responding to stimulus and taking a more active part in the process.

Norma had formed a steering group to set up the club, carried out fund raising, organised exercise sessions, accessed the provision of information on benefits, fire safety, security and a range of other social and cultural activities.

Before the pandemic the club was operating very successfully with 25 members attending sessions. However, its operation had had to be suspended in March 2020. Now Norma had decided to step down and outlined the difficulties she had encountered in seeking to find new leadership for the club despite exploring a range of options. The Club is in care taking mode at the moment. The constitution for Leg Clubs states that when a Club closes its remaining funds go the central organisation and are not retained locally.

PPG commended Norma for her commitment, drive and determination. Lindsey said she would contact Luisa Garlick, Business Manager for PCN to see if she can offer a way forward. (On investigation Lindsey found out that Laura Clare is the best contact at the PCN.)

ACTION: Lindsey

- iii. It was reported that patients in the waiting area of the medical centre can hear PSCs informing callers of the availability and non-availability of appointments in what could seem a capricious manner. Lindsey acknowledged the problem and the logistical difficulties of solving it but said it was kept under review.

5. Any Other Business

Mo informed PPG that there had been a Care Community event at the Brio where various voluntary groups had sought to deepen links and find better ways of working together.

She had supplied information on projects that the students had undertaken and encouraged them to become involved in other projects. One student had been successful in taking up volunteering on a project on healthy eating.

Mo believed that students becoming involved in these projects helped them recognise their capabilities, develop their life skills and gain positive experiences in structured environments. She was concerned that this volunteering experienced had been undermined by the pandemic and asked the Practice to consider areas where students could support it in promoting better health outcomes for patients.

ACTION: Mandy/Lindsey

Next Meeting 16 June 2022

Possible Agenda Items: Update on the Implementation of the Integrated Care System.