



PPG Meeting

Date: 24 April 2025

Venue: Danebridge Medical Centre

Present: Ellie Thomas, Valerie Mais, Les James, Andrew Ingleby, Sean O'Hara (guest), Lyndsey Stott, Lee Brown.

Apologies Eaimy Eldho, Mandy Skelding-Jones, Beth Hanson, Lucasz Kolodzejski, Sara Longman.

1. Introduction

Ellie welcomed Sean to the meeting.

2. Future Meetings

Ellie had attended two meetings representing PPG.

The first was 'The Big Conversation' organised by Mid-Cheshire Hospitals Trust, to consult on the new Leighton Hospital.

It had been opened by the Chief Executive, Ian Moston, who wanted input from stakeholders on five issues: Community Care and promoting good health; what should happen when in hospital; diagnostic process; palliative care; beginning of life, maternity and post natal care.

PPG discussed the location, nature and extent of the new hospital, its capital and day to day funding, and the construction timescale. Ellie has invited Russ Favager, Senior Responsible Officer, New Hospital Program and Estates Redevelopment, to brief PPG in October as part of the engagement process.

The second meeting was with the Northwich Community Partnership. An Age UK representative addressed the issue of scams and frauds and their impact on mortality. Age UK want to raise awareness to prevent people becoming victims, and provide aftercare to restore confidence and recover money. Ellie suggested we invite a speaker from Age UK on this issue.

In discussion, Sean suggested we consider how the Practice can integrate the recommendations from Age UK into its contacts with patients. Ellie said that the Social Subscribers had a role in this, though their client base is limited. Lindsey agreed that

socialising the information was an issue and we should see what good practices Age UK had identified.

Ellie also informed PPG about 'Let's Talk Health and Well Being' sessions held at St Helen's Church on Thursdays at 11.30am-1.00pm with a range of partners covering issues that impact on health and wellbeing – access to community activities, cost of living, support for carers, consumer advice, access to aids and adaptations – on a drop in basis.

PPG thanked Ellie for attending and for the feedback. It supported her invitation to speakers.

3. Minutes and Action Log

The minutes were approved and the Action Log reviewed. There was discussion on the location of meetings and accessibility issues.

4. Practice Update

- a) Lindsey said that five new PSCs had been recruited to replace leavers and promotions. There was discussion on the recruitment process, the competences sought and the learning and development processes.
- b) The GP contract has been finalised. BMA has accepted it in principle as a starting point but expects a new substantive contract to be agreed in the upcoming comprehensive spending review. PPG asked for an update at its next meeting.
ACTION: Mandy
- c) Reports on patient satisfaction with GP services were discussed. Andrew noted that there was information on patient satisfaction with Danebridge's services. It was suggested that Ken Power, HR Manager, be invited to a future meeting to discuss the findings and the Practice's response.
ACTION: Lee

5. Patient Feedback

- i. The purpose of the Prescription Line was clarified.
- ii. The aims and potential impact of the 'Advice and Guidance' scheme linking GPs and hospital specialists before patients are referred to waiting lists were discussed.
- iii. The organisation of Covid vaccinations was raised. Lindsey informed PPG that the Practice had not been involved. It was a PCN initiative.
- iv. Reassurance was sought on the reliability of the NHS App for ordering repeat prescriptions.
- v. It was noted that the Practice had to interact with a number of NHS trusts and bodies in delivering patient services. It was suggested that PPG is briefed on the ecosystem the Practice operates within.

ACTION: Lindsey

6. Any Other Business

PPG had been asked to discuss a proposal from the Practice for dealing with non-urgent appointments. There was detailed discussion of the background and context of the proposal, what happened currently, the logistics of the proposed process, how transparent it would be to patients, whether good practice had been sought from other Practices and how any change be communicated.

Lee was asked to produce a note on the discussion, circulate it to PPG for comment and then forward it to Dr. Mercer.

7. Closure and Next meeting

Ellie thanked people for their contributions.

Date of next meeting: 5 June 2025

Possible Agenda Items: Natalie Kendal on the role of the Northwich Community Partnership.

The new GP contract 2025-2026.