**Patient Participation Group - Heath Lane Medical Centre**

**Date: 17 July 2019**

**MINUTES**

**In Attendance: Apologies: Not in Attendance:**

Sandra Smith – SS Maureen Melville Jim Gayes

Katherine McClay – KM Alison Lee

Susan Dorrington - SD

Greg Yates – GY

Rob Beacham - RB

Marian Fellows - MF

Jane Bignall - JB

Ian Gould – IG

***Main Meeting***

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| **Agenda Item** | **Discussion** | **Action** | **By Whom/When** |
| **Agenda Item 1**  **Apologies** | Maureen Melville - would still like to be a member.  GY will get in touch with Jim Gayes to ascertain if he still wants to be a member of the group.  KMcC explained that she had been in touch with Jim and he would like to update the group regarding the google mapping that he recently did for the surgery. There have been new updates. | GY | Imminent |
| **Agenda Item 2**  **Minutes of meeting**  **24 April 2019** | Minutes reviewed and approved. |  |  |
| **Agenda Item 3**  **Matters arising from the minutes** | Discussion regarding Nursing Homes. SS explained about the GP contract in relation to this. Heath Lane Medical Centre currently look after the residents of two nursing homes, Grosvenor Manor Care Centre and Birch Heath Lodge.  We also look after some of the residents of Oaklands Nursing Home as the nursing home falls within our catchment area. We are in discussion with Boughton Health Centre to split the care of the patients between both practices.  The practice receives a small amount of funding for each patient resident in the nursing homes.  GP practices can opt out of this contract.  Greg had again raised with Sarah Murray, via the recent Chairs meeting, the issue of the local authority planning process not taking account of medical facilities when approving new developments. Sarah hoped for better liaison with the LA in future under the new “joined up” system. |  |  |
| **Agenda Item 4**  **Election of Officers**  **Resignation**  **Terms of Reference**  **Review** | Greg to stand again as Chairperson  Marian will stand as Vice-Chairperson  Ian will stand again as Secretary.    All posts were proposed and seconded in accordance with protocol.  Greg had welcomed the help obtained from other PPG members, which would facilitate him continuing as Chairman. For example, Robert would continue to be active in running projects such as the virtual group, and Ian would be organising the next surveys, plus attending a Community Conversations meeting. Marian would be consulting a typical “mothers and babies” group and attending chairs meetings.    Greg informed the group that Joy has resigned from the PPG.  Greg would like to thank Joy for being a valuable member of the PPG over the many years of the PPG’s existence. Joy was a founding member of the group and will be very much missed.  Sandra will send flowers to Joy to thank her.  Terms of Reference Amendment  Section 4: Meetings  Item ix: Meetings will quorate when three or more members are in attendance. | SS | Imminent |
| **Agenda Item 5**  **Update**  **Heath Lane Medical Centre** | Staffing  Kate Booth has left the practice and we are currently advertising for a practice nurse.  Sara and Louise are working extra hours to compensate.  Dr Zoe Thompson joins the practice as a salaried GP in August working Tuesday, Thursday and Friday.  Dr Jim Cherry will be working alternate Tuesdays. This will create more routine appointments.  MORI survey  Results received 11 July. Comparison with Boughton and Park Medical. Our results were favourable. To view the results please follow the link:  <https://www.gp-patient.co.uk/compare?practices=N81009,N81034,N81046&s=0&w=1&g=0&a=0&e=0&h=0>  This has also been placed on the surgery website.  “Networks”  SS explained that “Clusters” have been renamed as “Networks”. Heath Lane Medical Centre is in a Network with four other practices. The formal contract for this was signed on 1 July 2019. We are known as ‘Chester East’.  The Clinical Director of this Network is Annabel Jones.  The Operational Director role will be shared between all four practice managers.  An Operational Support person will be employed along with a Clinical Pharmacist.  A data sharing agreement will be adopted.  The Network reports back to NHS England on a quarterly basis.  At the recent chairs meeting, much discussion had taken place about the new developments for “Networks” over the next two years, including the new reporting requirements and new shared posts. The PPG would revisit the detail at future meetings. Boughton PPG were holding a meeting with the Clinical Director and had invited Heath Lane members, but the date clashed with this meeting – perhaps it would be a future item for us to consider, once her role had become clearer.  Care Hub (online self-help tool)  Tracey will attend Heath Lane Medical Centre on 23 October 2019 at 13:30 to give a presentation regarding this.  PPG members are welcome to attend.  CQC Conference Call  SS explained that this took place on 17 June 2019. The surgery had to prove that we are safe, effective, responsive, caring and well-led.  The conference call lasted for approximately 45 minutes and present were Dr Saunders, Sandra and Katherine.  SS is pleased to report that the surgery retained its ‘good’ status.  SS explained that the conference call takes place annually with a visit from CQC inspectors every five years (unless the CQC inspectors felt that the practice needs an inspection following a conference call).  Business Plan  The first part of the business plan was reviewed.  The pharmacy attached to the surgery has a new pharmacist starting on 22 July. There have been some issues but hopefully these will be resolved when the new permanent pharmacist is installed.  GP Contract  RB wanted to know how the points system works. Sandra explained that this system is probably going to be phased out. Points reduce every year therefore the funding reduces but GP practices still do the same work but do not receive the funding.  This will be discussed in more detail at a later meeting with Sandra.  Qlikview  Qlikview recognises frail patients.  Our Qlikview is undertaken by our Community Care Team. They run it and it works very well. Patients are discussed at multidisciplinary team meetings. | SS  SS  SS  All  PPG membersto note | Ongoing  Imminent  Ongoing  October 2019 |
| **Agenda Item 6**  **Chair’s Update**  **Cheshire Chat**  **Community Conversations**  **Meet and Greet Session with patients** | GY and MF attended this meeting. There had been a session devoted to the current and potential role of PPG’s. The Heath Lane PPG general consensus is that HLMC are doing much the same as other more established groups and has the same issues (such as difficulties recruiting to membership) and projects undertaken. It was also clear that PPG’s are generally self-standing groups of individuals which find difficulties communicating with their wider patient groups.  A fundamental issue perhaps affecting the difficulty recruiting members is that PPG have very low formal status in the health service system, as compared with, for example, school governors in education. For example, in the one-hundred page new GP contract document there is no mention of PPG’s in any part of it.  Some PPG’s have been able to increase membership when the professionals in the practice have suggested to suitable people that they might like to be members.  A notice is to be put in the waiting room for a week or so prior to the next meeting advertising the fact that a meeting is about to take place and inviting people to come along.  We are slightly behind on generating the next newsletter due to other pressing concerns but Paige is working on it at the moment. There are quite a few new things for the PPG to mention on the newsletter for next time.  IG will attend this meeting which is to take place on 26 July 2019.    Provisionally scheduled for a date in October 2019 – IG will co-ordinate this.  IG will liaise with Lesley Shannon to fix a date in the diary. Other members would do the shifts to cover a varied range of times  It would also be around this time that the next Macmillan coffee morning was due to take place. Comments were made that it would be beneficial for this to be on a ‘flu day’. It was to be decided whether this should also be a “meet and greet” session.  Virtual Group  RB has been working on this but has had to deal with constraints from Google who had recently altered the software. More work needs to be done on this, but RB was nearly there and had successfully tested out the system.  JB will take a look at the recruitment form and feed back to RB. Once the form is agreed, there is no reason why the practice and the PPG couldn’t start to sign up virtual members wherever the opportunity permitted, for example, via a mention in the next Practice newsletter – the development of the system could proceed in parallel.  There was a discussion about consent to use patients email addresses and whether an actual signature was needed. Paige Swift to find out how many email addresses the surgery has.  RB has found another survey form (instead of “Survey Monkey”) which may be useful. He will take another look at this and feed back to SS. | GY/MF  All  IG  IG  Lesley Shannon  RB, JB,  PS | Ongoing  July 2019  Ongoing  Imminent |
| **Agenda Item 7**  **AOB** | MF raised a question about a shortage of medicines due to Brexit.  SS explained that we have had no official notification that there is a problem regarding this.  MF raised the issue regarding lighting in the carpark and whether it has been fixed.  SS explained that we have an electrician working on the problem. The climbing ivy that is on the fence has grown into the lights and stopped them from working.  RB raised the question regarding whether the surgery did ‘well-woman’ checks.  KMcC explained that it would depend on what the patient wanted ie; if the patient wanted a blood test they would have to speak to a clinician in the first instance to ascertain if the blood test was appropriate.  MF wanted to express that Michelle McDonagh and Sophie McDonagh had been particularly helpful to her recently and she wanted to convey her thanks. | SS | Ongoing |
| **Date of Next Meeting** | **Wednesday 30th October 2019**  **3.30pm (informal)**  **4.30pm with practice staff** |  |  |