

Minutes of Patient Participation Group Meeting

held at Laurel Bank Surgery Malpas
on Tuesday 7th May at 6pm

Present:

Mrs N Cappaert	Dr L Davies	Mrs A Harrison
Mr R Kerry	Mrs V Kirby	Mrs E Orme
Mr M Pearson	Mrs K Reeves	Ms C Reynolds
Mrs L Suckley	Mrs R Wilson	Mrs W Windsor (Friday Friends)

Apologies:

Mr F Dimelow	Mrs W Gilpin	Mr W Koonstra
Mrs E Lea	Mr J Webb	

1. Feedback From the Morning's PPG Chair's Meeting with WCCCG

a. Sarah Murray (SM) – Head of Primary Care, NHS West Cheshire Clinical Commissioning Group

The GPs have a new contract for 5 years that will have a significant impact on practices. Primary Care Networks will be implemented from July 2019 and funded under the Primary Care Network Directed Enhanced Service. There are currently 7 PCNs in West Cheshire, mirroring the existing clusters. LS confirmed that Malpas has been working with 5 other rural practices as the Rural Alliance for the last 2+yrs to serve their 40,000 patient populations, and this will be the Rural PCN.

By 2020 the NHSE Long Term Plan is for all practice functions to be fully digital with patients having access to their full records. The NHS app is now live with the practice, this allows those with on-line access to order their meds and make and cancel appointments using their mobile.

b. Dementia Friends Information Session presented by Jolene Weaver, Service Lead, Cheshire and Warrington Carers Trust

The causes and symptoms of Dementia were discussed. JW explained that communities can often help people with dementia successfully live in their community and encouraged practices to provide Dementia training. Malpas is a Dementia Friendly village, Prospect House hold the Dementia Friends Café at the High Street Church and Compassionate Communities have an involvement with care of people in the community.

Diagnosis is low in Cheshire compared to the rest of the country

c. Cheshire West Integrated Care Partnership – Community Conversations - Kevin Janes, Director, Cheshire Community Action

CCA has been commissioned by Cheshire West Integrated Care Partnership to deliver Community Conversations in Cheshire West's Care Communities. This is about listening to patients who have lived the experience and working with them to find local community solutions. LD confirmed that we want to empower patients to look after themselves and Community Conversations strongly support this, to enable GP time to be released to become involved with frail patients. Malpas Cancer Friends is an excellent local example of this.

d. Working Together Across Cheshire: Jonathan Taylor, Head of Communications and Engagement, NHS West Cheshire Clinical Commissioning Group

Aimed at bringing together the four Cheshire Clinical Commissioning Groups – West Cheshire, Eastern Cheshire, South Cheshire and Vale Royal, working with a single, joint Executive team of 13 people, to improve efficiency and reduce duplication. Stakeholder Engagement is planned in May and June 2019 to understand local people's views.

The Minutes will be circulated in due course and KR will send a copy of the presentations received this afternoon to the PPG group.

1. **OPEN FORUM - Looking at the way PPG Members feel our PPG could move forward in support of both the Practice and the Community**

a. KR opened the discussion by outlining some of the successes of the PPG group:

- Walking group
- Friday friends
- 3rd sector event(s)
- Flu clinic input
- Friends and Family survey uptake
- Malpas Cancer Friends support group

b. What is Malpas PPG's future?

PPGs do other/different things, could we do more to support the practice or practice patients?

KE explained how she feels the PPG could do more to support the practice and the following were suggestions:

1. PPG – critical friends to the practice
2. New premises – assist with the process
3. Change in demographics of the practice list – informing new patients about the practice and services available
4. Other PPGs have a virtual group, would this be a better option for patients who might like to be a PPG member but cannot attend meetings at 6pm (young families etc.)
5. On Line Access to Records – assist patients to get on line, demo Patient Access in the waiting room
6. Regularly review the practice website. Some PPGs have their own website – good e.g. is Kelsall
7. Map the village/practice area for the clubs/groups etc. (Malpas Parish Council has a list of some organisations on their website)
8. The Bunbury 'Alive Day' was organised by the PPG to invite all clubs and support groups in their area to show the local community how much was available to them - even in such a small area!
9. Talk to Nurseries and have a relationship with schools
10. Produce a Newsletter similar to Tattenhall – copy circulated

c. After a discussion it was agreed to do the following:

1. Email staff regarding the practice PPG to ask for their thoughts/relevance/suggestions.
2. Encourage new members, are we completely representative of the patient population?
3. Some form of help sessions in the waiting room to show patients how to access their medical records as this will be available to new patients from April 19 and all patients from April 20 (already available at the practice to those patients who request it).
4. Review the Practice website regularly to ensure it is updated and user friendly.
5. Consider a PPG Website - many PPGs have their own website (some via their Surgery websites and some stand-alone). A very good example is the Kelsall PPG website www.kelsallppg.com
6. Produce a newsletter, notice board, Face book page, local advertising.
7. Map all the facilities, clubs, sports, play groups, befriending groups et al within the Practice area. There is encouragement for all Rural Alliance Practices to do the same and thus create a comprehensive list of facilities across the rural communities of Cheshire

2. Any Other Business

- Consider a meeting with the Parish Councils of the practice area to look at working on areas of common interest
- Map of Practice Area on PPG noticeboard
- Ensure Wendy Windsor is on the PPG distribution list, wendy.windsor@hotmail.co.uk Wendy wishes to be contacted by email when meetings are scheduled etc.

Next meeting of PPG - date suggested was 30th July. (*Post meeting – LS is on annual leave, agreed next meeting date as Tuesday 6th August 2019 at 6pm at the practice*)

The meeting closed at 8pm.