

Kelsall PPG Meeting

Thursday 18 April 2024

held at the Medical Centre, Kelsall

Minutes

Present : Caroline Stein (Chair), Alan Bottomley (Vice Chair), Michele Elvin (Secretary), Claire Baker, Jen Bottomley, Julie Johnson, Alan and Ann Parsons, Fiona Bazeley, June Willis, Erin Murray, Miranda Pothiawala, Georgina and Roger Bailey.

1. Apologies & Minutes

Apologies : Nick Kuszniir and Lorraine Hammond.

Caroline welcomed our new members, Miranda, Georgina and Roger and thanked them for expressing an interest in joining our committee and helping us to support and challenge the medical team.

Minutes from the previous meeting were approved. Updates on actions are:

Caroline also thanked Nick in his absence for updating our website with the latest relevant information.

She also thanked Alan, Jen, Fiona and Michele for helping her to complete the quality indicator proforma for our PPG. It certainly highlighted some areas we could improve on and with the new Action Tracker we have made great progress over the past two months. We have upgraded some of our standards to Silver and Gold which is very pleasing. There are some other areas we can work on such as the newsletter and mystery shopping exercise (see item 2 below).

Caroline will share the latest Action Planner and up to date quality indicator as soon as it has been updated from today's meeting.

The staff role poster has now been shared and hopefully patients will start to understand the roles of different members of the medical centre team and understand that the GP may not always be the right professional to see.

The PPG members were also involved in commenting on the video Caroline shared. This was further discussed at the meeting (see agenda item 4). As a follow up to this Claire, Julie and Caroline are meeting Edward Timpson, Conservative MP for the Eddisbury constituency tomorrow to discuss "General Practice financial viability after 1st April 2024".

2. Action Tracker

We have completed several actions:

1. All PPG members have been asked to sign a PPG Code of Practice and the PPG Roles document has been recirculated to all. Thank you for those who have sent them to Michele.
2. The medical centre screen in the waiting room has a feed about joining the PPG
3. We have an Action Tracker which will help us monitor our actions and outcomes.

3. Chairs Report

Update on Tarporley War Memorial Hospital (TWMH)

The hospital is continuing to ramp up activity towards 100% occupancy.

An announcement is to be made later today that the charity is to partially fund the opening of a day care centre at the end of the month.

A tinnitus workshop has been set up (started in February).

First Aid and Defib training is continuing which the charity is supporting.

The charity is also hoping to give grants to local organisation and groups which have projects that align with the charities aims and objectives.

There was a discussion on how communications could be improved with TWMH around community development within the rural alliance and directly with the practice. It was suggested that the Countess of Chester Hospital representative on TWMH be invited to attend the PCN Board, for example.

Presentation from Claire Lockerbie, social prescriber

Claire presented a very informative presentation. Unfortunately, due to software issues, there were some discrepancies in the figures presented. However it is clear that:

- Kelsall was one of the highest referring practices in the Rural Alliance.
- Mental health was the highest reason for referral.

4. Financial Viability for General Practices

Claire said there have been imposed contracts for GP practices for the last three years which means the proposed increase in funding for practices this year is now insufficient for their survival. The financial risk of running a GP practice is taken by the doctors, not the NHS.

It is hard to recruit GPs and there is deep sadness in the profession, with people over 50 looking to leave. This is against a backdrop of fewer younger doctors becoming GPs and a decline in GP practices meaning remaining practices have more patients. There are also more patients needing ongoing pain management support while awaiting hospital treatment acerbated by longer hospital waiting lists.

The current contract has been voted out and there is a need for action. It is important to educate patients about what is going on.

It had been agreed that the video previously circulated to the PPG contained some excellent content but that showing it in the medical centre waiting room was the wrong environment.

It was decided that an email to 270 people on the PPG was a good trial initiative to communicate the issue. The email content needed to be carefully worded and agreed by the PPG and the medical centre.

Action: Michele to resend the video to PPG members requesting feedback on what essential points need inclusion and which do not. Caroline will then draft and get input to an email.

5. Update on the Medical Centre

The Quality Outcome Framework (QOF) had taken place. The practice had done well, scoring 97% and losing only 22 points. Within the PCN Kelsall performs well.

6. PPG Chairs Report

William Greenwood from Local Medical Committee (LMC), joined the meeting to give us an insight into his 40+ years of working in the NHS. He was chair of the PPG at his GP practice in Shropshire for three years and understands many of the issues we face in galvanising our PPGs.

He went on to describe the way GP practices are set up and the financial issues they face. GPs are not employed directly by the NHS and practices are private businesses that can go bust and leave the partners bankrupt. Some of the main points he made were: -

- The number of GP practices has declined from 8,106 to 6,514 in the last 8 years, with a particular impact in rural areas.
- As a result, the number of patients per GP has risen from 1,600 to 2,395.
- Over the last 3 years, the main GP contract has not been negotiated, but imposed! GPs have been offered 1.9% increase this year about which they are not happy and a ballot for strike action is due to take place.
- The Fuller Report focuses on integrated neighbourhood teams and practices need to be an active part of their local PCNs. It should be said that PCN involvement is voluntary, but no GP will refuse to take part, as without that money they could not survive as a GP.
- NHS England wants Integrated Neighbourhood Teams but nobody knows what they are and they could be imposed from a national level.
- Care Communities are an increasingly important area.

7. Wellbeing Hub Update

Some of you will be aware that Helen our Hub Manager will be leaving us at the end of May. We are looking to recruit but perhaps with a different brief. We have also recruited two new Trustees, Martin Durrant and Chris Spray. Another person has also expressed an interest and we will be interviewing them very soon.

The post-natal course has finally taken off and new mothers have been enjoying the opportunity to meet other new mums and learn how to use baby massage and yoga in a beneficial way.

The “anxiety untangled” course for older school children has been received extremely well and we hope to run other courses throughout the year. The first course has just finished and the feedback from the participants has been tremendous.

8. Friends & Family

The Friends and Family survey results for March are as follows:

March

Poor	3
V. poor	0
Neither	6
Good	25

V Good	178
Total	212

The poor scorings were about patients having to wait on the day of their appointment and one said they were given a precise time for a telephone consultation which didn't occur at that precise time.

9. Quarter 4 Patient Access Survey Results

These are sent electronically as part of the QOF.

Julie noted that the new telephone system is working well.

10. Recruitment of New PPG Members

We have three new members.

Julie reported she had taken part in a patient voice course which was useful in confirming that what the practice is doing is what is recommended. The collaboration with the PPG on the flu clinic is a good example.

11. Newsletter

The newsletter is currently being compiled and Pauline contacts the PPG and Wellbeing Hub to include items. A point on PPG recruitment to be included.

The no reply email address is to be trialled again which would enable the newsletter to be distributed electronically to patients.

12. Any Other Business

The mystery shopper has not been done.

Action: Julie to move forward.

A question was asked about when Dr Adey's practice will commence its Kelsall surgery. It is anticipated in the next few months.

13. Next Meeting

Next meeting date: Thursday 6 June at 4.30 p.m. The meeting after that will be August 15. Any apologies to the Secretary, Michele Elvin.