

Kelsall PPG Meeting

Thursday 17 October 2024

held at the Medical Centre, Kelsall

Minutes

Present : Caroline Stein (Chair), Alan Bottomley (Vice Chair), Michele Elvin (Secretary), Julie Johnson, Claire Baker, Jen Bottomley Fiona Bazeley, Nick Kusznr, Georgina Bailey, Lyn Howe.

1. Apologies & Minutes

Apologies : Alan and Ann Parsons, June Willis, Roger Bailey, Miranda Pothiawala.

Caroline welcomed Lyn back to the committee and also welcomed Fiona back after her operation. Fiona thanked everyone for their good wishes and flowers.

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

2. Action Tracker

Items that have been completed are the flu clinic (discussed in detail below) and taking down the Kelsall PPG website. It was noted that the link to the PPG information on the surgery website is difficult to find.

The update for ongoing items are:

- engagement between Countess of Chester Hospital and Tarporley War Memorial Hospital (TWMH) have improved with the hospital's Chief Financial Officer becoming a Trustee of TWMH and the CEO having regular meetings with the Chair of TWMH.
- there is still work to do on the PCN engaging with Alison Swanton of the Countess of Chester Hospital.
- Nick and Caroline need to talk with Sam Dawson about the medical centre website now that we no longer have our own. The newsletter includes our recruitment poster but this now needs to be updated.

Julie reported that the newsletter is now circulated to patients by email.

3. Chairs Report

There is nothing specific to report that is not already covered elsewhere in the meeting.

4. Update on the Medical Centre

Julie reported that the practice is hosting a visit by colleagues from the Cheshire & Merseyside Integrated Care Board (ICB) on Wednesday 23rd October 2024. The visit will focus on the Support Level Framework (SLF) which is a tool intended to support practices in gaining an understanding of what they do well, what they might wish to do better and where they might benefit from development support to achieve those ends.

Completion of the SLF is designed to be co-ordinated by the ICB and delivered through a facilitated conversation with members of the practice team. The aim is to agree priorities for improvement and develop an action plan through which to address these areas over the forthcoming year.

Co-ownership of the action plan with the ICB enables practices to access the appropriate support required to progress in these areas. Any gaps in provision of support can be identified for future commissioning plans.

Kylie, Claire and Julie will meet the ICB representatives and see this visit as a positive process.

Currently the practice has 5,767 registered patients and there is around 500 new patients.

Gill Alderman is retiring at the end of December after 13 years with the practice. The two new receptionists (Lucy and Sophie) are doing very well.

A RA physio is providing cover now that Sian has left. A new physio (John) will join the practice in January and be available Thursdays and Fridays.

5. Flu Clinic

Caroline and Julie both thanked all the volunteers who marshalled beautifully. Caroline noted that we had to change the flow on the day but most felt that it was an improvement. The tables had good traffic and the hub sold £80 of coffee and tea. The Qi gong activity brought some interest and the Knit & Natter enjoyed getting together on a Saturday for a change.

The Hub survey was a total success, thanks to the volunteers. 152 surveys were completed of which only 7 people were not aware of the Hub but only 1 of these people was from Kelsall. 97% were aware.

Other findings of the survey were:

- 20% of respondents did some form of unpaid work either childminding or volunteering. As this was a flu clinic the majority were over the age of 55 and we might perhaps have expected a higher figure.
- There was no stand out day for regular shopping and most respondents shopped at any time during the week.
- The majority of the respondents went out for coffee weekly, though a large group never went out for coffee at all.
- Of those who did go out for coffee, most went to places where there were other attractions, e.g. garden centres, farm shops, supermarkets.
- Having coffee locally was important to several people. Provision in Kelsall is Citrus, Morris Dancer and the Hub.
- There were plenty of suggestions for activities in the Hub, many we already provided or other organisations provide them in other venues in the village. Art classes is one we could look at and some different language provision in addition to Italian.

100% of the medical centre target for vaccines has been reached with more vaccines ordered. There are still some under 65s who qualify who have not yet come in, so these are the current priority.

Julie said the day went well from the practice's point of view. The downside of doing one Saturday for the clinic rather than across two Saturdays, is that patients who are unable to make that date

need to come in during the week which then has an impact on the number of available HCA and nurse appointments.

Claire reminded us that the RSV vaccination is for 75-79 years olds and that this age group was chosen as most likely to come into regular contact with young children. It was accepted that there maybe people over 79 to whom this applies. However, this is a “trial” year for the vaccine and in future years people over 80 may also be included.

6. Patient Survey 2024

Julie presented the 2024 Survey Results. Kelsall practice is one of 43 practices in Cheshire covered by the survey.

Question	%	Rating out of 43 Practices
Generally, how easy is it to get through to someone at your GP practice? (% of patients who find it easy to get through to their practice by telephone)	76%	9th
Overall, how would you describe your experience of contacting your practice? (% of patients who describe their experience as "good")	89%	3rd

<p>% of patients who found reception and admin teams at their practice helpful</p>	<p>97%</p>	<p>2nd</p>
<p>During your last appointment, how good was the healthcare professional at listening to you?</p>	<p>97%</p>	<p>3rd</p>
<p>During your last appointment, how good was the healthcare professional at treating you with care & concern?</p>	<p>96%</p>	<p>2nd</p>
<p>During your last appointment, how good was the healthcare professional at considering your mental wellbeing?</p>	<p>79%</p>	<p>15th</p>
<p>Did you have confidence & trust in the healthcare professional you saw or spoke to ?</p>	<p>98%</p>	<p>3rd</p>

Thinking about the reason for your last appointment, were your needs met ?	97%	3rd
Overall, how would you describe your experience of your GP Practice? (% of patients who describe their overall experience as "good")	93%	4th

Kelsall scored well as did many of the Rural Alliance practices including Malpas and Dr Adey and Dancey's practice in Tarporley.

7. PPG Chairs Report

The minutes from the meeting on 10 September are not yet available.

8. Wellbeing Hub Update

Caroline reported on changes and explained these had been shared with the volunteers and staff.

As you are aware as a charity, we are reliant on grants and donations for much of what we do, we have been lucky, in the past, to have support from the National Lottery and were asked to reapply to continue funding for the Hub Business Manager role, which was sadly turned down as the funding pot for Cheshire has been depleted.

Whilst our decisions around the charity organisation wasn't wholly reliant on lottery funding, the decision not to award us a grant this year did necessitate a comprehensive review of our spending. This review revealed that our core operations are currently self-funding. Our core offering being the Hub Café and all of the activities that take place during the day either free of charge or for nominal cost. However, it also highlighted the financial risk associated with continuing to develop a paid fundraising role, as the projected returns outlined in our plan haven't been realised yet.

In light of this, the trustees have made the difficult decision to prioritise our core offering and pause the development of the dedicated fundraising stream for the time being. We are instead exploring more organic fundraising approaches such as working with a volunteer group to develop some specific initiatives. This does unfortunately mean that Lou Crane will leave us at the end of the month.

Fundraising events coming up are:

Big Quiz on 2nd November

C90s night 16th November

9. Friends and Family

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

Poor	3
V. poor	4
Neither	5
Good	21
V Good	247
Total	280
Good or v. Good %	96%

10. Recruitment of New PPG Members

We have one new member who has been on the committee previously.

11. Newsletter

Sam to give the PPG notice of when the next edition is being put together, so we can put together an article for inclusion.

12. Any Other Business

We need to update the pictures on our poster as some of these are very out of date.

Action : Everyone to supply Alan with a new head and shoulders image.

As neither Lorraine or Erin have attended meetings for a while and have not sent apologies, Michele to approach them to see whether they wish to remain part of the group.

13. Next Meeting

Next meeting date: Thursday January 16th at 5.30 p.m. The following meeting will be on 20 March 2025. Any apologies to the Secretary, Michele Elvin.

Please note that the new time of the PPG Meetings is 5.30 p.m.