



Minutes of Danebridge PPG Meeting

Date: 20 February 2020

Venue: Kingsmead Medical Centre Meeting Room

Present: Sheila Bowker, Norma Broadhurst, Valerie Mais, Monica Foster, Russell Smith, Mo Morron, Nathan Holland (visitor), Tara Micklewright, Amanda Skelding-Jones, Beth Hanson, Gilly Davis, Les James, Lee Brown.

Apologies: Ellie Thomas, Alex Roof, Maddy Heim, Halle Roche.

1. INTRODUCTION

Shelia welcomed Nathan to the meeting. She explained to PPG that the Agenda had been re-ordered to enable Beth to participate in the Practice Update.

2. PRACTICE UPDATE

Beth outlined the progress of the Consultation on the future of Sandiway surgery. A well attended and lively Drop-In had taken place. Amanda and Ken Power had also met the Residents Action Group.

On 26 February a Public Consultation will be held to give the results of the survey. The format will involve the Practice Partners dealing with key themes and issues e.g. Prescriptions, Appointments, etc. and those in attendance circulating from Partner to Partner. The aim is to maximise participation and allow dialogue and feedback.

Russell said that the Practice should anticipate a large turnout. The Action Group meeting to oppose the closure had attracted 120 in the same venue. Russell and Mo believed it would be difficult to contain the discussion and feedback to an hour and with a large turnout there was the potential for dissatisfaction. Amanda said that the intention is that participants would choose particular feedback rather than circulate to all the partners' tables. She asked that PPG members attend to help direct people to the appropriate table. Mo, Monica, Val and Norma volunteered to attend. Amanda will provide them with guidance on their role.

ACTION: Amanda

Monica, Val and Les provided examples of the depth and intensity of opposition to the closure of the surgery. They said that their interaction with residents showed that they were not persuaded by structural issues and reminded the Practice that there would be strong challenges on the financial justification put forward.

Amanda said PPG Estates had given a figure of £1.1 million for a new build. Russell asked whether refurbishment had been considered and professionally costed. Beth and Amanda said it had and gave details of the problems in refurbishing the building.

Finally, there were comments from Les and Val that people in Sandiway and Cuddington saw the consultation process as cover for a 'fait accompli' to close the surgery. Amanda said this was not the case and the Practice wanted feedback and new ideas. The next step will be the CCG presenting evidence to CWaC Health Scrutiny Committee, on behalf of the Practice, to show the correct process has been followed during the Consultation period. On this basis there will be a decision for CCG on the case put forward by the Practice.

The timetable for the next stage had been delayed because of the election of the Police and Crime Commissioner. Beth left the meeting at this point to attend a surgery.

Other updates were then given:

- a) Corona Virus planning guidance had been given to Practices.
- b) The 'sit and wait' process for an appointment with a GP will be amended after feedback from Patients. The aim is to reduce the 'wait'.
- c) The Practice Leadership Team will decide in April how to change Emergency/Urgent appointments after reviewing the process.
- d) Two new salaried GPs will join in March. Two Patient Service Co-ordinator appointments are at a pre-employment vetting stage. A Health Care Assistant vacancy will be advertised.
- e) To allow Nursing staff to focus their time more productively Ear Syringing will be withdrawn as a service. Patients will be referred to the Deaf Support Network. Changes will also be made to Dressing and Wound Care to free up nursing resources.

3. MINUTES AND ACTION LOG UPDATE

The minutes were approved and the Action Log reviewed.

4. FUTURE ACTIVITIES

- a) Sun Awareness: Mo has contacted and gained the support of Ann Jones at Cancer Cheshire to mount a display. Alex is reviewing material. The aim is to put on a display April-May.
- b) Leg Club: Norma said the Club now had over 100 members, 20 – 30 attended each week. The social aspect was going well and the peer support it provided helped patients adhere to treatment and improved adherence to treatment.

Norma had carried out an extensive programme of presentations to other organisations meetings to raise awareness and funds. She is now seeking longer term funding to help with transport of members to the Club, and considering what further publicity is required.

- c) Men's Health Week: Lee said this would take place 15-21 June. The theme has not been publicised yet. Material has been ordered.

5. PATIENT FEEDBACK

- i. Sheila reported that there had been problems with some online prescriptions for patients who required medical monitoring. Gilly asked for details to be sent to here.
- ii. The impact of potential changes at Sandiway Surgery on the viability of the local pharmacy and the impact on patients was discussed.

- iii. Monica gave positive feedback on how well a written complaint had been handled and resolved by a phone call.
- iv. Val asked that the Practice consider how it handles the needs of patients Who have multiple health issues. Research suggested that longer initial appointments may be more cost effective in the medium term as they enable a more holistic approach and reduce future visits.

6. ANY OTHER BUSINESS

- i. Norma and Mo had attended the PPG Exchange meeting held by CCG. The CCG staff actively listened to what PPGs are doing and the support they needed.
- ii. Lee was asked to circulate the names and contact details of PPG members.

NEXT MEETING

Next Meeting: 19 March 2020

Possible Agenda items:

- Care UK input
- Sandiway Consultation