



Minutes of Danebridge PPG Meeting

Date: 16 January 2020

Venue: Kingsmead Medical Centre Meeting Room

Present: Sheila Bowker, Mo Morron, AlexRoof, Norma Broadhurst, Monica Foster, Valerie Mais, Gilly Davis, Les James, Beth Hanson, Stuart Pound, Mandy Skelding-Jones, Lee Brown.

Apologies: Russell Smith, Maddy Heim, Halle Roche, Imogen Hollingworth, Tara Micklewright, Gwenno Shalders, Ellie Thomas.

1. INTRODUCTION

Shelia welcomed members to the meeting.

2. APPROVAL OF MINUTES AND ACTION LOG UPDATE

The minutes were approved and the Action Log reviewed. Les will check with HSBC whether PPG has an account and if so close it.

3. REVIEW OF PPG TERMS OF REFERENCE

A number of amendments were proposed to refine the Terms. Lee was asked to make the changes and then circulate the final document.

4. PRACTICE UPDATE

- i. Beth reported that the new appointments system was bedding in. It was under evaluation and some further improvements would take place.
- ii. A new salaried GP will start in March.
- iii. A Practice Nurse will leave in February. A Health Care Assistant is in pre-employment checks.
- iv. A new Patients Services Coordinator has started. Gilly outlined issues around potential recruits failing to take up the opportunities because they did not want to work on particular days or hours. This was costly and time consuming for Practice management.
- v. Mandy updated PPG on the progress of the Consultation on Sandiway. The Practice had received 500 questionnaires. CCG has also received 500. She was entering information on the survey software to allow analysis. In response to Stuart, Mandy said the responses on the proposal were balanced.

Sheila, Monica and Valerie raised the issue of people not having received a letter and questionnaire. Mandy said the PSC were issuing questionnaires and recording locations to see if there is a pattern of non-receipt.

Mandy said there would be a 'Drop-in' session on 21 January at Sandiway to answer questions. As well as representatives from the Practice there will be a representative from the Council to take non-Practice specific questions.

A Public Meeting will be held once the survey information has been analysed and a decision reached on Sandiway. It is intended to hold this meeting at a convenient location in the village.

Valerie said there seemed to be mixed messages on the future of Sandiway Surgery with some seeing the Consultation as a formality before closure. Mandy said this was not the case. The Practice could not unilaterally close a surgery. It had to engage with the CCG and inform it that the Practice was considering closure. The CCG required that information be collected on patients' views. This information would then need to be submitted to the CCG which would make the final decision.

Stuart asked what would happen if the CCG decided that Sandiway would not close. Beth said that if that was the decision it would remain open.

Norma asked what the key issues were that led the Practice to consider closure. Beth reminded PPG of the CQC Report that criticised the quality of the surgery and said the main issues shaping the proposal included:

- The physical state of the building and its infrastructure.
- Medical rooms were not fit for purpose and did not allow full examination of patients.
- Safety of staff and patients could be compromised in an emergency.
- There was a lack of privacy for patients during appointments.
- A fuller service could not be delivered due to space restrictions.

Valerie pointed out that the report in the 'Northwich Guardian' said that the closure was proposed because of a shortage of GPs and lack of funds. Mo outlined some problems in using funding as an explanation. Norma reminded the Practice that people had an emotional affinity to the surgery despite its problems.

It was suggested that the Practice needed to show the options it had considered – upgrading Sandiway, seeking alternative premises, identifying another Practice to take on the surgery, seeking a new, custom built building, and why they could not be taken forward. Mandy said other options had been considered. She would provide information on the cost of a fit for purpose, new surgery.

Sheila told PPG that the Sandiway Parish Council will hold a meeting on 20 January to discuss the situation.

Beth recommended that the Practice update PPG each month on the progress of the Consultation. She reminded it that the process will take up to 2 years to reach a conclusion.

5. FUTURE ACTIVITIES

Sheila drew PPG's attention to some of the Health Campaigns that were coming up and asked what members wanted to take forward.

Mo and Alex said that Sun Awareness and Mental Health were possibilities. Mo asked what would be the best fit with other practices in the town. Mandy said the Primary Care Network sought a focus on Mental Health. Mo and Alex will take this forward. Alex said that the work she and her fellow students had carried out on Cancer Awareness could be built on to inform Sun Awareness. Mo and Alex will bring proposals to PPG in February.

Norma reminded PPG that the Leg Club had been operating for 16 months and had over 100 members. She wanted to continue to raise knowledge on how to look after legs. An awareness day in the surgery could help do this. Norma will brief PPG in February on an approach.

Lee offered to find out what information and material is available for 'Men's Health Week'.

6. PATIENT FEEDBACK

Some issues on the font size, speed of turnover and colour of screens on 'envisage' were raised. Gilly will take forward.

7. ANY OTHER BUSINESS

- i. A representative from Age UK will be invited to attend in February. **ACTION: LEE**
- ii. A PPG Exchange Event will take place on 27 January to share practices. Norma volunteered to attend.
- iii. Due to other commitments Stuart is standing down from PPG. Sheila thanked him for his contribution and involvement.
- iv. Mandy offered to update a future PPG on trends in complaints.

8. NEXT MEETING

Next Meeting: 20 February 2020

Possible Agenda items:

- Age UK input
- Update on Sandiway Consultation
- Proposals on Health Campaigns