



PPG Meeting

Date: 20 May 2021
Venue: Danebridge Medical Centre Meeting Room

Present: Norma Broadhurst, Valerie Mais, Russell Smith, Laura Hudson, Emily Marlow, Gilly Davis, Beth Hanson, Mandy Skelding-Jones, Lee Brown.

Apologies: Ellie Thomas, Mo Morron, Sheila Bowker, Les James.

1. Introduction

Lee agreed to chair the meeting.

2. Minutes and Action Log

Mandy asked for two amendments to the minutes. There were no outstanding actions.

3. CQC Inspection

Norma and Mo had had a meeting with Sally Derbyshire from the CQC. Sally had a range of issues she wished to explore with them to deepen her understanding of the PPGs links and influence on the Practice and the cohesiveness of the relationship.

The following issues and processes were discussed:

- a. The appointment system and the utility of triage.
- b. How well the prescription process operated.
- c. Whether PPG was informed when any medical procedures went wrong.
- d. How the Sandiway Engagement meetings had been managed. Norma and Mo had also informed Sally of the impact of the over-subscribed initial meetings on the views and attitudes of the community.
- e. Patients' desire to see a GP face to face rather than remotely. Norma and Mo had given examples of telephone consultations that had dealt medical issues both quickly and effectively without having to see a GP.
- f. How the vaccination programme had been organised and delivered by the Practice.
- g. The cleanliness of surgeries and the use of PPE by staff during the pandemic.
- h. Whether the Practice listened to its PPG and acted on its feedback and suggestions.

Mandy had also met CQC Inspectors. It had been an intensive examination of the issues that had been identified at the last inspection. Further information and evidence had been requested by CQC on a number of matters.

CQC had provided initial feedback at the end of their visit. The Practice will get full feedback and the opportunity to check the analysis and challenge findings. This will be followed by a report with performance ratings for the Practice.

Russell asked if the CQC had visited all the Practice's sites. Mandy said Covid 19 restrictions meant only Danebridge had been visited.

4. Sandiway Engagement

Mandy intends to start drafting a report for PCC week commencing 24 May. It will cover the areas raised at the 5 November 2020 meeting to review the case for closure. A report will go to the PCC's July meeting.

There was a discussion on whether other Practices had been approached to take on the contract for Sandiway. Mandy confirmed that local practices had been approached and only one had shown interest initially. It had withdrawn interest when contacted a second time. On the issue of whether funds could be accessed by the CCG to upgrade the site, Mandy advised that the likelihood of Sandiway being given a grant was minimal as some other Practices' surgeries were in worse condition across the CCG footprint.

5. Covid 19 Update

Mandy will provide figures for take up. She told PPG that the 50–54 year olds were the cohort with the lowest update

ACTION:Mandy

6. Practice update

- i. A Care Co-ordinator, funded by the Primary Care Network has been appointed. She is one of four for Northwich. They will act as a single patient focussed gateway for those who have multiple medical, social and other issues and need the support of a range of agencies. The aim is to provide these patients with a safe, effective and comprehensive gateway to the services they need to improve their health and well being.
- ii. A visiting team of two nurse practitioners and a paramedic has been set up to visit acutely unwell, housebound patients. This will enable a more personalised and intensive service to be provided.
- iii. There are vacancies for two Patient Service Coordinators.
- iv. A Business Support Apprentice has been recruited.
- v. The Clinical Pharmacy team has been reinforced with an additional member.
- vi. A GP has been appointed to cover maternity leave.

- vii. The Practice is recovering from a flood. This disrupted services at Danebridge for a day.

7. Patient Feedback

Russell raised the issue of demand for appointments, how it is met and over what timescale. Beth described the 'triage first' system that is in place. The aim is to provide patients with appropriate contact and allow GPs' experience and skills to focus on patients with more complex needs. Valerie suggested that there was a difference between having a remote consultation on an ongoing ailment and the need for a quick diagnosis of a new symptom. Beth outlined how this difference could be dealt with.

Norma believed that developments in phone and on-line technology to support practices would become normalised as they proved to be fair, functional and fit for purpose and patients would accept it was safe to use them for initial consultations. Managing this change needed to be well planned and incremental.

8. Any Other Business

- i. Beth informed PPG of the structural and administrative changes that were being put in place to circumvent fragmentation of services, meet increases in demand and improve capacity and strategic planning. It was agreed the Practice would update PPG on the reorganisation of Primary Care at its next meeting.
- ii. Mandy agreed to brief PPG on how the Practice is funded.

Next Meeting: 17 June 2021

The location will be finalised closer to the date of the meeting.

Possible Agenda items

- Reorganisation of Primary Care
- How the Practice is funded.