

PATIENTS PARTICIPATION GROUP

MINUTES OF MEETING 25TH SEPTEMBER

Attendees – Dr. Hunsley (GP), Shaun Liu (PM), Bev Chapman, MS, KH,
CM, SW, RW, RS

Guests – Mark and Jenny Pepper PPG Handforth re Connect booklet

Apologies- AH, JL, HH, JH

Review previous minutes –

Newsletter – RS - distribution for Nether Alderley and Birtles 150 copies

Over Alderley – unclear as yet

Prestbury – JL – AWAITING INFORMATION

Defibrillator outside Waitrose – BC – Waitrose Manager here in the village is going to check on the latest on this – as far as he knows it is still being trialled at some stores.

BC stated not been in touch with Peter Jones re sponsoring another defib in the village.

Connect Booklet – Mark and Jenny Pepper invited to share their experience in putting together a very comprehensive printed and online booklet. They shared with us the journey they went on to put this together – from contacting everyone listed to approve an entry, no mean task!, graphic designer cost and printing costs for 10,500 copies. They gained grants from both Handford and Wilmslow Town Councils and also Cheshire East. The on line booklet was done by Wicks for free. It has taken them a year to get to the point of publication. This book was stimulated by Jo Cox the MP who sadly lost her life and her voice on loneliness. It is being used in their Doctors surgeries and a launch will soon take place. They are meeting Ester McVey this week. As you will see it is very comprehensive. (online version previously emailed out)

BC to take on a version for Alderley Edge as a starting point and Kristina Hulme has volunteered to help with the process. Mark and Jenny are more than willing to help with the process. If anyone else wants to help it would be appreciated.

Dr. Hunsley – Primary Care Network – CHAW (Chelford, Handforth, Alderley Edge, Wilmslow doctor's practices total 47,000 patients) meeting every other week to work on how to make it work – Social prescribers, clinical pharmacists, paramedics, physiotherapists, physician associates and how these could work across the 5 practices. Only item signed up to for now are Saturday appointments – 0830-1100 must be booked in advance – no reception staff on duty. A long process. Plan is to have a presentation to all PPG groups in the future.

Health Voice – BC – attended meeting in June – How to join up local health care and improve patient care. Integrated care partnership – health care and early intervention on a local level. Enhance services in the community. Networking afternoon and I am connected to two NHS ladies who work with PPG groups to give guidance etc – hope to have them at our next meeting.

Travel Clinic – SL – now back on. Good notice required to get an appointment. NHS approved inoculations only. All other requirements to be done privately.

Appointment waiting times – CM – waiting time is now 2 weeks. SL stated that 78 extra appointments a week are added but still not enough. First point of call is the Pharmacy for advise and over the counter remedies. On line Patient Access booking system has a 48 embargo key which is for appointments released 48 hours before the actual date of an appointment.

Emergency appointments – JL – SL stated that yes they get booked up as quickly as the receptionist's answer the phones especially on a Monday morning. Dr. Hunsley added that these appointments are primarily for patients in pain, have an infection or mental health issues. Stating what the emergency is important. The practice is looking at having a nurse on duty Monday mornings only to do telephone consultations to help alleviate the problem. There is sadly no remedy. For some reason the practice has not had a lull this year and patient numbers have not significantly increased.

2019 flu vaccinations – SL – no issue with over 65 jabs which include latest strains plus immune booster. RW said friends had reported being unwell after the jab. Issue is with under 65 jabs short of as difficult to get supplies. AH sent a message to say how efficient the flu clinics have been very efficient.

Reception telephone calls – BC – raised the issue re patients in the waiting area can hear a lot of the conversation and also RS mentioned that standing at the desk too. SL confirmed confidential calls are taken in the back office and staff are informed not to state too much information in the public arena but of course they do need to ask questions. A screen considered not a good idea.

Medical practice – feedback from HH on how exceptionally run the practice is – all present agreed and would like this passed onto the staff.

Newsletter – BC – will put thoughts together and let SL and PPG see this. Any help with suggestions etc would be appreciated.

AOB – KH – stated issues with Wilmslow getting cardiogram booked – no one answering the phone and reception cannot help as not a patient there. BC stated that she had had similar problems but believes this has now been addressed.

KH – there is a private allergy clinic in Knutsford if anyone asks

SL – Macmillan coffee morning to raise money for their charity – at the Festival Hall 27 September 1100 to 1215 1215 to 1.30 Physiofit giving advise on fall prevention, looking after your feet, fitness in later life, general health advise etc. Dr. Taylor will be attending.

NEXT MEETING – 29 JANUARY 4PM

