**Dr Kent & Partners Patient**

**Park Road, Tarporley, Cheshire, CW6 0BE**

**Minutes of the meeting PPG Meeting held on Thursday 5th December 2024**

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| **Item**  | **Agenda items**  | **Action**  |
|  | **Attendees:** Don Igoe, Rachel Freeman, Ray Rawlinson, David Rimell and Graham Spencer, Dr Hartry, Charlotte Salt and Karen Lamb (Administrator).Minutes taken by: Karen Lamb Apologies for absence had been received from Sylvia Rawlinson, Angela Oliver and Jane Fountain-Edgar**Welcome and introductions** |  |
| 1 | **Volunteer Chair and Dissemination of Information**Dr Hartry apologised for the lack of follow-up from the previous meeting and explained that the then Chair was no longer active. THC were looking for a volunteer Chair from the 12 remaining members.Members asked for NHS email address – Dr Hartry & Charlotte advised can not set up a nhs email address for non NHS staff and would need to be monitored by Surgery,. All agreed that any emails relating to the PPG received by THC would be forwarded on to a new email address set up by the PPG. Dr Hartry agreed to enquire from other practices how correspondence received from patients was forwarded on to PPG membersAction: PPG members to set up an email address or WhatsApp group to enable to members to communicate with each other.  |  |
| 2  | **The NHS App Why we wish to promote it**This had been discussed at the previous meeting and members praised the benefits it provided. NHS App designed to reduces the number of telephone calls from patients as they can get information now from the app.  Leighton Hospital was praised for their timely use of the App as pt’s can see referrals, but it was noted that The Countess of Chester still had work to do.**How can the PPG help?**Charlotte explained that the Tarporley Opal Group (Older People Active Lives) had kindly assisted patients attending for vaccinations in October at the Surgery in the use of the NHS App which had been well received.PPG Members expressed interest in helping to spread the word about the NHS App and it was suggested the Rotary Club of Tarporley could help to disseminate App information, together with local chemists. PPG Members enquired about App take-up and Charlotte agreed to check with the ICB. Action Charlotte to put together a script for the PPG members so they can come into the waiting rooms during Surgery time to help promote and help patients with the NHS App. PPG Members to look at dates they would be able to attend the Surgery to help with the APP.  |  |
| 3  | **Waverton dispensary Update on services**Dr Hartry explained that THC had taken the decision to close the Dispensary at it Waverton Branch, this service had been operating at a financial loss. Charlotte provided members with a draft letter to be sent to Waverton patients. PPG members felt the letter should contain greater emphasis on alternate ways of receiving medication and make the message a lot more positive Action Charlotte to re draft the letter and send out to Waverton Patients.  |  |
| 4  | **Message from the British Medical Association and update on the challenges facing our practice.** Sian Hartry informed members that general practice was under a huge financial burden with 90% of core funding now being taken up by staff costs but with no increase in funding. Dr Hartry explained that a new additional cost was the Government’s imposed raise in National Insurance contributions. MP Wes Streeting announced that GP practices were not part of the NHS public sector. This would mean an additional annual burden to practice of £28,000 which had not been budgeted for and potentially meant either a cut in services or staff redundancies.A general discussion followed with PPG members suggesting various ways of raising awareness with patients and contacting local MP Aphra Brandreth. Dr Hartry provided members with a copy of the BMA’s “Our Plan to Save General Practice” . PPG Members thought all 6 of the local practices should work together to share resources and to get the financial burden message across. It was noted that both Dr Hartry and Dr Kent had written directly to their local MPs about the situation.  |  |
| 5  | **Any other business** David Rimel mentioned the recent failure of the front screen patient arrival system. Charlotte explained that the systems had been supplied by the ICB with no provision for updates and the Practice did not have the funds to buy a new one.Members moved on to discuss Reception telephone waiting times and it was generally thought these had improved greatly, however the length of message before speaking to a receptionist was criticised. Members believed improvements already made in Reception/waiting times were well received but suggested THC could create patient feedback forms. Graham Spencer suggested this could be done via text message following patient visits – which Clatterbridge did very efficiently.Action Charlotte to get the message changed on the telephone.  |  |
|  | **Date of Next Meeting**End of January, to be confirmed. Members expressed a preference for a meeting at 5.00pm on a Thursday. |  |