

Dr Kent & Partners Patient Participation Group Agenda

Minutes of the meeting held Thursday 23rd January 2025
 Dr Kent and Partners, Park Road, Tarporley, Cheshire, CW6 0BE

Item	Agenda items	Action
1	<p>Welcome and introductions</p> <p>Dr Kent welcomed members Ray Rawlinson, Sylvia Rawlinson, Roy Cliff, Angela Cliff and Graham Spencer BEM to the meeting, and introduced Charlotte Salt (Practice Manager) and Karen Lamb (Administrator).</p>	
2	<p>Matters Arising</p> <p>Minutes of the meeting of 5th December 2024 had been circulated to members and Charlotte Salt explained that as part of its NHS contract PPG meeting minutes would be published on the Tarporley Health Centre website. Some members expressed concern at the inclusion of their identities in the minutes and were assured member names would be deleted prior to publication.</p>	
3	<p>Actions from Previous Meeting</p> <p>Members had previously discussed the possibility of creating a PPG WhatsApp Group to communicate with each other. Sylvia Rawlinson offered to co-ordinate the setting up of this group. Charlotte Salt requested members email her to confirm they would be happy for their private email addresses to be forwarded to Sylvia Rawlinson (and thereby shared with each other).</p> <p>The NHS App</p> <p>(i) Charlotte Salt reported that a dummy NHS App had now been set up for members to use when showing and encouraging other patients how to use it. Members asked whether this could be taken around all 3 surgeries, but it was noted that at Waverton in particular, there was a lack of space. It was suggested members might like to discuss on their new WhatsApp Group dates they might like to attend the surgeries to offer training.</p> <p>(ii) Charlotte Salt reported that some 63% of patients were now using the NHS App and this</p>	<p>Action all members</p>

	<p>had been increased by a further 6.2% when prescription requests were added to it. Ray _____ questioned the reasoning behind prescription requests being moved to the App and Charlotte Salt explained that this was (a) to reduce the number of phone calls to the Practice, and (b) for patient safety (ie potential mis-pronunciation of medications etc). Members asked for demographics of App users but this information was not available to practice staff.</p> <p>(iii) Members discussed other ways of promoting the NHS App such as posters in chemists etc., but this was thought to be a potential conflict of interest when chemists had their own Apps.</p> <p>Practice Answerphone Message</p> <p>Charlotte Salt explained that the Tarporley Health Centre answerphone message had now been shortened as suggested by PPG members.</p> <p>Letter to Patients regarding Dispensary Closure</p> <p>Charlotte Salt informed members that the letter to Waverton patients regarding the closure of the Dispensary had been re-drafted and sent out individually. To date the practice had received a very limited response. The ICB (Integrated Care Board) had been advised of the closure.</p>	
4	<p>Message from the British Medical Association and update on the challenges facing our practice.</p> <p>Following a discussion at the previous PPG meeting regarding financial pressures GP practices faced with the Government's proposed rise in employee national insurance, Don _____ had written a letter to MP Aphra Brandreth which both informed patients of the effects of the rise in NI and which could also be used as a template. The letter had been added to the PPG agenda sent to members and had been posted on the Tarporley Health Centre Facebook page and website.</p> <p>Giles Kent showed members a letter from Health Minister Wes Streeting which outlined an uplift of 7.2%. to GP practices in the future. Unfortunately, this amount would only just about cover the combined minimum wage</p>	

	<p>increase and national insurance increase meaning a significant shortfall in income for the practice. Giles Kent invited members to continue writing to their MPs and Graham Spencer BEM expressed an interest in raising the issue in Parliament.</p> <p>Sylvia Rawlinson asked what effect the NI increase would have on Tarporley Health Centre and Giles Kent explained that the impact would mean a reduction in services to the value of around £28,000. Charlotte Salt explained that phlebotomy for example, was currently paid for by the practice and was regarded as a service which benefitted patients but was not funded by the NHS. Potentially patients would have to travel to either the Countess of Chester or Leighton Hospitals to have blood tests done in the future. Giles Kent added that it was a misconception that GP practices were funded by the NHS: in reality they were small businesses financially supported by the partners and only partly funded by the NHS. Roy Pink felt PPG members should be sent more information on those services the practice provided but which the NHS did not fund, and expressed concern that he didn't want services or staff welfare to be downgraded.'</p> <p>Sylvia Rawlinson questioned why patients living in Waverton currently had to travel to either Tarvin or Tarporley for blood tests and Charlotte Salt explained that the room wasn't thought suitable at Waverton. Sylvia Rawlinson felt Waverton patients believed closing the dispensary was the beginning of the end for the branch and that the Waverton surgery would be closing completely. Charlotte Salt stated that this was not the case and this had been reinforced in all communications with patients.</p> <p>Giles Kent reported on a meeting he had recently attended of the LMC (Local Medical Committee in which universal concern for the future was expressed because newly qualified GPs could not find jobs simply because practices could not afford to pay them. It had been noted that the PCN had made funding available for pharmacists rather than GPs.</p>	<p>Charlotte Salt to put together a list of services not currently funded by the NHS in GP practices</p>
5	<p>Physiotherapists</p> <p>Charlotte Salt reported an increase in the number of physiotherapy appointments to 2 full days per week, funded by the PCN (Primary Care Network). She added that increasingly Physios were providing a triage service and could refer patients directly for x-rays and scans and provide injections. Giles Kent explained that GPs could no longer refer patients directly for MRI scans unless they had</p>	

	<p>been reviewed either by Physio First or the Orthopaedic dept. It was noted that patients could book a physio appointment without needing to see a doctor and Charlotte Salt asked PPG members for help in promoting the message that if patients have musculoskeletal problems they should ask to see a physio before seeing a doctor.</p>	
6	<p>Date of Next Meeting</p> <p>Thursday 6th March 2025.</p>	
7	<p>Any Other Business</p> <p>Graham S reported that the local NHS Social Prescriber, Claire Lockerbie, (funded by the PCN – Primary Care Network) had recently met the members of the Tarporley Rotary where she had revealed that Drs Adey & Dancy were the number 1 users of her services and Dr Kent & Partners were number 3. Members discussed the services provided by the Social Prescribers (low mood bereavement, loneliness etc), and expressed an interest in inviting Claire Lockerbie to a PPG meeting in future.</p>	

Dr Kent & Partners Patient
Park Road, Tarporley, Cheshire, CW6 0BE

Minutes of the meeting PPG Meeting held on Thursday 26th June 2025

Item	Agenda items	Action
	<p>Attendees:</p> <p>Don [REDACTED], Ray [REDACTED], Sylvia [REDACTED], Angela [REDACTED], Paul [REDACTED] and Graham [REDACTED], Dr Kent, Charlotte Salt and Karen Lamb.</p> <p>Apologies for absence had been received from Rachel [REDACTED], Roy [REDACTED], and Jane [REDACTED].</p> <p>Minutes taken by: Paul [REDACTED]</p> <p>Welcome and introductions</p>	
1	<p>Welcome and Apologies</p> <p>Graham opened the meeting and explained that himself, Paul and Charlotte had met in May and proposed that Graham and Paul operate as co-chairs as communicated to the group via WhatsApp and email in May.</p>	
2	<p>Minutes of the Previous Meeting</p> <p>The minutes of the previous meeting (January 2025) were not shared correctly. It was agreed that these would be re-shared and approved by the Group in the September meeting.</p>	
2	<p>Practice Update</p> <p>Dr Kent opened the practice update by saying that they had recruited a new (replacement) clinical pharmacist. Charlotte added that the reception team were now back up to full strength, having lost three staff members over the recent period. This included a new reception manager which meant that Tarvin reception could be covered.</p> <p>Sylvia commented that her recent engagement over the telephone with the reception team was exceptionally good. Charlotte would look to pass this feedback to the team.</p> <p>Dr Kent added that there was an ongoing IT issue relating to ordering blood results that was being investigated.</p>	

4	<p>NHS App Training for Patients</p> <p>The Group asked about the uptake of the NHS App within the practice, and Charlotte said she felt it was around 60%. The Group understood the benefits of the NHS App to both patients and the practice, but reiterated that smartphones and apps were not for everyone.</p> <p>Dr Adey's Practice is also interested in improving NHS App usage amongst its patients and a collaborative approach seemed sensible.</p> <p>The overarching plan is for the Practice to train PPG members on how to use the dummy app to demonstrate the NHS App and walk through the scripts for both Practices. The PPG would set up a rota to attend the surgeries and offer patients training and advice on using the App.</p> <p>Action 8: Contact Dr Adey's PPG Chair to put both PPGs in contact together to allow joint planning / delivery of NHS App training.</p> <p>Action 9: Set up "train the trainer" sessions for PPG members to get up to speed on scripts etc for the NHS App adoption</p> <p>Action 3 [created in meeting on 05/12/2024]: PPG members to set up a rota of when they could attend practice to offer training to patients</p>	<p>Charlotte</p> <p>PPG Chair / Charlotte</p> <p>PPG Chair</p>
5	<p>Prescription Delivery Driver Holiday Cover</p> <p>Don explained his experience of working with Pete on a delivery day. He observed that it was over 50 drops covering over 75 miles. There was a general discussion about those eligible for the service and if the workload could be reduced on the delivery driver. It was agreed that no cover could be provided by the PPG for this summer's holiday and normal alternate arrangements would be put in place by the Practice and the Dispensary Manager.</p> <p>Action 10: Review the current criteria for the prescription home delivery service with the Dispensary Manager, following discussion about patient eligibility and whether all recipients meet the housebound requirement.</p>	<p>Dr Kent</p>
6	<p>Internal Email Address Issue</p> <p>Don raised a potential issue where emails from NHS Trusts (specifically Arrowe Park) and private health providers were</p>	

	<p>not being received by the Practice. Don suggested that this could be because the email address was not obvious on the Practice website and potentially information was being sent to Dr Adey's practice.</p> <p>The Practice does regularly check its Junk folder. Dr Kent explained that email was not the preferred route for clinical communications and typically information was received by electronic transfer between systems.</p> <p>Charlotte said that the email address was not within the website header as the Practice wanted to ensure its advice about not using the email address for medical emergencies or repeat prescriptions was obvious.</p> <p>Action 11: Consider positioning of email address on practice website to limit confusion with Dr Adey's practice. It is noted that their email address is in their website 'header'.</p>	Charlotte
5	<p>Any other business</p> <p>Don noted that the booking-in touchscreen works much better if you hit just underneath the button. It was speculated that this could be to do with the angle of the screen.</p> <p>Don raised the issue of comments added to repeat prescription requests through the NHS App were not actioned correctly and that follow-ups were not being actioned. This led to patients not receiving prescriptions on time. Charlotte suggested that this could be due to new reception staff, but would re-iterate the process to the team.</p> <p>Action 12: Charlotte to get the message changed on the telephone.</p>	
	<p>Date of Next Meeting</p> <p>25th September 2025 at 4pm, Tarporley Health Centre</p>	

Action Log

Action Ref.	Action	Owner Group	Status	Date Created	Date Closed	Notes
20241205-001	PPG members to set up an email address or WhatsApp group to enable to members to communicate with each other.	PPG	Completed	05/12/2024	15/05/2025	WhatsApp group and email address set up
20241205-002	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.	Practice	Completed	05/12/2024	23/01/2025	Script is ready and the dummy app has been set up.
20241205-003	PPG Members to look at dates they would be able to attend the Surgery to help with the APP.	PPG	Blocked	05/12/2024		23/01/25: Re-iterated in meeting, suggesting we use WhatsApp to coordinate. 26/06/25: PPG will set up a rota.
20241205-004	Charlotte to re draft the letter and send out to Waverton Patients.	Practice	Completed	05/12/2024	23/01/2025	23/01/25: Letter redrafted and sent to patients individually. Integrated Care Board also informed.
20241205-005	Charlotte to get the message changed on the telephone.	Practice	Completed	05/12/2024	23/01/2025	23/01/25: Tarporley Health Centre answerphone message had been shortened as suggested by PPG members.
20250123-006	Charlotte put together a list of services not currently funded by the NHS in GP practices	Practice	Not started	23/01/2025		
20250123-007	Expressed an interest in inviting Social Prescribers (low mood bereavement,	PPG	Not started	23/01/2025		

	loneliness etc) to a PPG meeting in future.					
20250626-008	Contact Dr Adey's PPG Chair to put both PPGs in contact together to allow joint planning / delivery of NHS App training.	Practice	Not started	26/06/2025		
20250626-009	Set up "train the trainer" sessions PPG members to get up to speed on scripts etc for the NHS App adoption	Practice	Blocked	26/06/2025		Requires Action 8 to be completed
20250626-010	Review the current criteria for the prescription home delivery service with the Dispensary Manager, following discussion about patient eligibility and whether all recipients meet the housebound requirement.	Practice	Not started	26/06/2025		
20250626-011	Consider positioning of email address on practice website to limit confusion with Dr Adey's practice	Practice	Not started	26/06/2025		Potential loss of emails from private providers or Arrowe Park (examples)