PRG MINUTES

Chelford Surgery Patient Representative Group

18 October 2017 at 10:00 am at the Surgery.

# 1. In Attendance

Gerry Biggs (Chair), Gill Griffies, Archie Watt, Keith Farrell, Dorothy Bradshaw, Dr. Helen Thomas, Janice Tildsley, Bernard Kellett.

# 2. Apologies for absence.

Apologies for absence – Apologies for absence were received from Janet Legg and Susan Lennon.

# 3. Approval of the Minutes of the previous meeting.

The minutes of the meetings held on 26 April and 11 August 2017 were approved and signed by the Chair.

# 4. Matters arising from the previous meeting.

* Meeting with Esther McVey MP.
  + The Chair paid tribute to Archie and congratulated him for establishing the contact with Esther McVey MP which led to the very successful meeting on 11 August 2017. He also thanked him for making the arrangements for the meeting and undertaking the “meet and greet”. Gerry presented Archie with a Scottish Nationalist Party pen as a thank you.
  + The Secretary reported that following the meeting he had circulated a copy of the minutes to the MP’s office. He also reported that he had asked for any follow up information but none had been received. It was agreed that the August meeting was very successful in raising the issues and that it should remain an item on the agenda for the next meeting.

# 5. Carers

Gill provided an update which included the on- line survey for carers. She reported that she felt the questionnaire was far too long, particularly given the restricted time carers would have for its completion. She also highlighted the fact that not all carers would have on line access. The purpose and use of the survey was also unclear to her.

The feeling of the group was this was rather futile venture and should be highlighted as such. It was agreed that the following should be informed:

* The CEO of the CCG.
* NHS England
* The local press (Macclesfield Express and Knutsford Guardian)
* Esther McVey MP
* Chair Healthvoice

**Action – Gill to write to the above outlining her frustrations with the questionnaire.**

# 6. National Awareness Campaigns

The Secretary reported that he and Sally and placed publicity material on the noticeboard for Dementia Week (May) and Arthritis Week (October) and would do the same for Alcohol Awareness week in November.

In terms of Awareness Campaigns for 2018 it was agreed the PRG would support:

* Mental Health
* Self-Care
* COPD and Smoking
* Alcohol

**Action – Bernard to obtain the relevant publicity material and arrange the displays.**

# 7. Health Voice

Gill reported that following a number of requests she had made an item to consider carers will be on the agenda of the next meeting of Healthvoice.

She also reported on the on- line Newsletter. Dr. Thomas gave a number of examples of patients who taken action following helpful advice contained in the newsletter. Following a discussion about electronic circulation Gerry raised the issues of the PRG having its own patient e-mail database. Keith indicated that there were a number of significant data protection issues. Following discussion, it was agreed to establish how other PRG/PPGs contact patients.

**Action – Bernard to contact a number of PRG/PPGs.**

Gill indicated that she felt a little more encouraged by the fact that Healthvoice did appear to making an effort to find out what patients wanted and expected from Healthvoice. She said that she and Gerry had attended a meeting with the Chair and was due to attend a further meeting at 10:00 am on 30 October 2017 to consider the organization’s strategy going forward (what should it do, how and why). It was agreed that a summary of the meeting should be circulated to the PRG following the meeting.

**Action – Gill/Gerry to circulate a summary of the Strategy meeting with Health Voice.**

# 8. Report from Dr. Thomas

Computer Change

Dr. Thomas reported that the new computer system had gone live. She said that it had been a difficult process and that patients had been extremely cooperative. There would now be a period of about six months for cleansing the system before the switch over to totally complete. Archie said that in his opinion, the computer changeover had to date gone wonderfully well for such a massive operation and that those concerned should be congratulated. Dr. Thomas thanked Archie for his comment.

On line registrations had been suspended and patients would need to re-apply for on-line re-ordering.

CCG consultation concerning surgery hours.

Consideration was given to the request from the CCG to consider 8-8 opening of the surgery. It was agreed that consideration could be given to, a late evening surgery, a Saturday morning surgery and some form of interaction via a computer system with emails, whilst bearing in mind the need to maintain a system that is currently well received. It was noted that some patients need to consider their own personal responsibility in making themselves available to access healthcare

**Action – Dr. Thomas to consider a trial project involving one of these options.**

Housing Developments

It was noted that construction of some of the houses was nearing completion.

Complaints

Dr. Thomas reported the details of a complaint she had received concerning communications by the surgery (paper rather than electronic). She pointed out the legal obligations on the surgery concerning communications by the surgery. The view of the PRG was that it was not a complaint merely and observation.

Friends and Family

Dr. Thomas reported the latest friends and family information.

Chemist Application

Dr. Thomas reported that the Chemist application had been approved and that the surgery would be a reserved location.

Physiotherapy Services

Dr. Thomas reported that physiotherapy services would be returning to the surgery.

# 9. Any Other Business

Janice circulated a notice for the ECCCG governing body meeting to take place on 25 October 2017 at 9:00 am at New Alderley House, Macclesfield Hospital.

# 10. Date of the Next Meeting

The next meeting of the Group will take place on 24 January 2018 at 10:00 at the Surgery.