



**HOPE FARM MEDICAL CENTRE**

Hope Farm Road, Great Sutton, Ellesmere Port CH66 2WW  
 Telephone: 0151-357 3777 Fax: 0151-357 1444

<b>Meeting:</b>	<b>Patient Participation Group Meeting</b>
<b>Date of Meeting:</b>	Thursday 4 <sup>th</sup> May 2017
<b>Delegates Present &amp; apologies:</b>	<b>Present:</b> Ken Salter (Chair), Keith Anderton, Marion Barnett, John Langan, Carol Williams, Sue MacDonald and Tim Goldsbrough  <b>Apologies:</b> Dr Kingston

<b>Agenda item number:</b>	<b>Notes:</b>	<b>Action required:</b>
1.	<p><b>Minutes from the previous meeting</b></p> <p>The minutes from the previous meeting (9.03.2017) were agreed as a true record.</p> <p>The actions from the previous meeting were discussed:</p> <ul style="list-style-type: none"> <li>- All actions were completed with the exception of 2 that Tim carry over to the next meeting</li> <li>- Review of website for PPG. Still ongoing. Update next month.</li> <li>- Review of Jayex screens in the waiting room to look at the amount of information, whether it is up to date and the rotation timings of the slides.</li> </ul>	<p>Tim to provide update next meeting</p> <p>Tim to provide update at next meeting</p>
2.	<p><b>Carol Boyle from Cheshire and Warrington Carers Trust</b></p> <p>Unfortunately Carol was unable to attend this meeting and Tim has invited to the next PPG meeting.</p>	<p>Tim to re-invite Carol (post meeting note – complete)</p>
3.	<p><b>Summary of the PPG Diabetic Evening event</b></p> <p>The overall feedback from the event has been very positive. Approximately 42 people were at the event. Ken completed a report (attached to the minutes) and presented this at the PPG chairs meeting. Ken also gave feedback to the CCG at their Primary Care Operations Group Meeting and the CCG will communicate the event in their next internal communications.</p> <p>It may be a model that other practices may want to adopt.</p>	<p>Keith to write a summary of the evening and about each of the speakers for the newsletter.</p> <p>Tim will pull the newsletter together.</p>



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	<p>It decided that a summary of the event and contact information should be provided to patients. This could take the form of a newsletter and also to be included on the website and a summary on the Jayex screen in the waiting room. It was noted that the invite was still on the waiting room screen and this would be removed.</p> <p>Keith volunteered to write a brief summary of each of the attendees and pass this to Tim to create the next Newsletter. This would include:</p> <ul style="list-style-type: none"><li>• Diabetes UK (including their website and risk assessment section)</li><li>• MP Justin Madders</li><li>• Diabetes Essential (nutritionist)</li><li>• BRIO</li><li>• The contact details for Chester Diabetes UK as they have monthly meetings which are local to Ellesmere Port</li></ul>	
4.	<p><b>Maternity Leave</b></p> <p>As previously discussed at the last PPG meeting the Practice has 2 full-time GPs going on maternity leave. Dr Morrison starting May and Dr Rowlinson starting June. We have been unsuccessful in recruiting maternity cover for these posts and are filling with locum cover where possible. This is not the best long-term solution for maternity cover and will put the practice under considerable strain. We have put an application in to NHS England to temporarily close the practice list to new patients whilst we are understaffed and trying to recruit. The practice thanked the PPG for supporting our application. We wait to see the outcome.</p> <p>In the meantime we are still actively trying to recruit and are hopeful that some new qualified GPs in August will be available and willing to work at Hope Farm Medical Centre. We are also engaging with the CCG to look at international recruitment. This is a national problem that West Cheshire have been relatively protected from until now and some practices in West Cheshire have had vacancies available for over 12 months without applicants.</p> <p>We will keep the PPG updated on this as developments come through.</p>	
5.	<p><b>Any other business</b></p>	



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	<p><b>E-consult:</b> the CCG have been encouraging practices to sign up to e-consult which enables patients to contact their GP by email and to receive a response back from the practice. At present Hope Farm haven't agreed to sign up to e-consult but may in the future. We are waiting to see what impact the other practices in West Cheshire experience before we look at implementing the service at Hope Farm.</p> <p><b>Clinical pharmacist:</b> the CCG are looking at applying to NHS England as part of the national programme to have a clinical pharmacist per 30,000 population of patients to assist practices.</p> <p><b>Repeat Prescribing project:</b> the CCG have been running a project to look at reducing the waste of prescriptions. Particularly around over ordering and pharmacists ordering all items on repeat rather than just those required by the patient. Hope Farm has been working hard on this initiative since November 2016. Tim to circulate the savings made by Hope Farm to the PPG. It was noted that some practices in the Wirral are trialling a project where pharmacies cannot order repeat medication for patients. Patients can only do this directly through the practices. Hope Farm have concerns about the impact on the practice due to all repeat requests coming directly to the practice and the impact on the reception staff, how the patients feel about this and what about those vulnerable patients who cannot get up to the practice? We will keep the PPG updated on the project in the Wirral. Adam El-Lamie from the CCG who is running this project has offered to come to speak to PPGs. Tim to invite Adam.</p> <p><b>Dressings clinic:</b> there has been issues for patients requiring dressings management as the dressings clinic in Ellesmere Port is over capacity. The CCG have set up a task and finish group to look at this. In the meantime extended hours can complete dressings management and this is to be communicated to the patients.</p> <p><b>Mental Health:</b> Gemma Smith (Wellbeing Coordinator at Hope Farm) has offered to work with the PPG to put on another evening event around mental health. This would be to raise awareness and change the stigma surrounding mental health. The PPG thought this would be a good topic, particularly with the amount of coverage in the press currently. A date in the Autumn is possible.</p>	<p>Tim to circulate the savings made by Hope Farm in this project.</p> <p>Tim to invite Adam El-Lamie to the next PPG meeting. (Post meeting note: Adam invited and coming to the PPG meeting on the 11<sup>th</sup> July)</p>
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	<p>Tim to arrange a meeting with Ken and Gemma to discuss this prior to the next PPG meeting.</p> <p><b>Phlebotomist at Hope Farm:</b> the PPG wished to pass on their thanks to Marie the phlebotomist at the practice. Marie is always very friendly and efficient.</p> <p><b>Vote of thanks:</b> Tim wanted to specifically thank Robert Barnett for his contribution at the Diabetic event and also the whole of the PPG for their involvement. It was a great evening but without the volunteering of the PPG members this would not have been possible.</p>	<p>Tim to arrange meeting.</p> <p>Tim to let Marie know (post meeting note – now complete)</p>
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<b>Date of Next meeting:</b>	Tuesday 11 July 2017 5pm
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## Appendix 1: PPG chairs report by Ken Salter

### PPG updates – April 2017

#### Report from Hope Farm Medical Centre

A Diabetes Awareness Evening was held on April 3<sup>rd</sup> at Hope Farm Medical Centre. It was well attended and proved to be most informative. Presentations were made by our local MP Justin Madders, who is Shadow Health Minister, who gave an outline of the problem as the number of patients suffering from Type 2 Diabetes is rising and emphasised the need for better understanding of the problem and for self-management to prevent serious deterioration.

A representative from Diabetes UK gave a talk on the types and causes of Diabetes and how we can adjust our life style to prevent the onset of Diabetes and to keep a good quality of health keep. A Nutritionist introduced the audience to the importance of eating a balanced diet, not to over indulge in the niceties but to eat everything in moderation and a patient told his story of how through rigorous management of his diet he controlled his diabetes and lost more than 3 stone in weight and is now managing to maintain weight stability, resulting in reduced medication.

Other presentations were made by a community nurse, a social care worker and a representative from Brio who outlined some of the opportunities for healthy living through physical exercise and how to become involved.

Supporting literature was freely available for those attending.