

**Dr R Harding, Dr T Strefford,
Dr NK Luty, Dr R Singleton**

Broadway, Barnton, Northwich, Cheshire CW8 4LF

Appointments: Tel. 01606 544241, Emergencies/Home Visits: Tel 01606 544240

PATIENT PARTICIPATION GROUP

20th January 2020

Oakwood Medical Centre

Minutes

1. Welcome and apologies

Apologies from Kevin Highfield and Audrey Woods

2. Minutes from last meeting and updates/actions

- **Booking appointments online –update on children**

EMIS have changed this now so that patients can add a 'proxy' user on their behalf. This is a form to fill in giving another person (or adult) access to their online account. When that adult logs into their own patient access they can see the other person – it seems a lot easier and patients have given good feedback.

- **E-consult update**

This is now LIVE and accessible through the Oakwood website

(www.oakwoodmedicalcentrebarnton.nhs.uk) It is being rolled out slowly and used as another method to contact the GP. All e-consults are reviewed on the day and feedback sent via reception as to the action.

- **Screen in waiting area**

We are still waiting on this - larger screen. LC to chase.

- **High backed chairs**

LC is going to the CCG to look at furniture and will feed back.

- **Waiting area**

The new(old) layout works better.

3. Practice Update

- **Recruitment**

We were unsuccessful in recruiting for a salaried GP. We do have a very good regular locum on Weds/Thursdays secured for the next 3 months, this will help with capacity. We also have access to the social prescriber (below) every other Tuesday.

We are also looking at adding a physio for a day a week, and continue to use the in-house counsellor (via CWP) for 2 days per week. We are also looking at a practice pharmacist who can help support the GPs and potentially see patients.

Longer-term plans are to work with the Primary Care Network (see below) on expanding our roles within the practice and utilise the locums to ensure we are offering the right appointments for patients.

- **Primary Care Network**

The 7 practices in Northwich are working together on additional roles, areas of funding and we have specific 'schedules' to work to. See here for more information:

https://www.health.org.uk/publications/reports/understanding-primary-care-networks?qclid=CjwKCAiA35rxBRAWEiwADqB37-KzAig79b7Av1tN-fu7oZ6cGLg77UMqHCr-caPG9sEaJjRNZH2k0hoCoVAQAvD_BwE

We are currently working alongside the CCG as a group.

- **Social Prescriber**

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Through the PCN we have recruited a social prescriber to support patients in their wellbeing across Northwich. She is available to book directly into for patients who are experiencing non-health issues but that may be affecting their health, such as debt, bereavement, loneliness. Kay Foster can direct patients and support them to help find the services they need.

- **Health watch Van**

We have volunteered to have the Healthwatch van in our car park – try to look for a Wednesday. LC will confirm a date and inform the PPG. For more information on Healthwatch look here: <https://healthwatchcwac.org.uk/>

- **Event – 11th February 2020 Brio Leisure Centre**

We are attending a health event at brio on 11th Feb 10-1pm. Please come along or let people know. We will be attending with Cancer Care teams and will be speaking to people about screening as well as the PCN.

4. PPG Update

- **Action plan 2019-2020**

LC will do a short plan for 2019-2020 and will circulate to the group.

- **Recruitment Volunteer Coordinator**

The group were happy to share e-mails and look to recruit a PPG volunteer coordinator to help support the meetings and information. LC will circulate an advert.

- **Meetings**

- **10th March 2020**
- **19th May 2020**
- **7th July 2020**
- **15th September 2020**
- **10th November 2020**

5. AOB

- **Welcome letter for PPG for website**

This is something the volunteer coordinator could work on.

- **Future sessions for PPG:**

We discussed having a focus for future meetings and using them as a way to look at areas within the practice we need to develop. Possible ideas below

- **Complaints review 2019-2020 – learning events – March 2020**
- **Practice Feedback Event – March / May 2020**
- **PPG Local Board – May 2020**
- **PPG Appointments review September 2020**
- **PPG Plan review November 2020**

- **Practice rationalisation**

We discussed the issue with practice list size increasing and the lack of capacity (this has previously been discussed). LC confirmed we are no longer offering Out of Area capacity as we do not have the capacity to deal with the large increase in the number of patients registering within our boundary. If there are any concerns please ask patients to contact LC directly as per the letters we are sending out.