

**YORK ROAD GROUP PRACTICE
NOTES FOR PATIENT PARTICIPATION GROUP
HELD ON**

Present:

Mrs S Martin-Bold
Mrs M May
Mrs P Keenan
Mrs C M Bedford (PM)

In attendance; Brian Jones – wellbeing co-ordinator

1. Welcome and apologies:

Dr MacDonald, Mrs P Edwards, Mrs Pridding and Mrs Andrews all sent apologies

WELL BEING CO-ORDINATOR TALK

Brian Jones the new Wellbeing co-ordinator gave an excellent and informative talk about the service he provides and how he signposts patients to various third sector voluntary groups or the Council/Job centre etc.

The service has been removed from the extended hours service as nobody was using it and his hours have been spread across Ellesmere Port Monday-Friday with Tuesday being York Road's day. However, we are able to book cross organisational appointments for any of the other venues and Brian does this by offering the nearest venue to where the patient lives.

He explained he isn't a counsellor but is willing to listen if people just need to get things off their chest. He also stated he cannot complete disability and DWP forms as these are complex and take so much time to complete.

Some of the third sector services he uses are via Trinity Hub or Dial House, Age UK, job centre plus, the Council, Health Box and Ellesmere Port Transport service their various services cover a wide range

He gave details of the local transport service as this is really useful for getting to and from appointments within and outside the area. Ellesmere Port Transport service – is run by volunteers and can be contacted by phoning 01513553739

Matters Arising

Building

No further news on the building development

Staff update

- Dr Hodges has reduced his hours to 3 days a week, so we have Dr Cherry who will be covering Fridays instead.
- Our New Advanced Nurse Practitioner is starting Wednesday 3rd April – she will be working Wednesday/Thursday/Friday and will be visiting patients with Long term conditions who are housebound as well as doing sessions in Practice.

ONE ELLESMERE PORT – Primary Care Network

Our practice was part of the Ellesmere Port South Cluster and over the time since we started working in Clusters we introduced – Physio first service and Well-being Co-ordinator Service plus an early visiting service. Both Physio and WBC services have been adopted and rolled out across the whole of our Cheshire area.

We recently joined with Ellesmere Port North Cluster and became Ellesmere Port Cluster where we worked with the CCG to put together a bid for monies from NHS England to help us set up systems within our area to work more collaboratively. Our bid was successful and we received monies from NHS England which we are now using to start working together across the whole of Ellesmere Port. As part of the bid Great Sutton and Whitby Practices also received monies to help with their plans to merge from 3 existing group practices in each building into one practice in Whitby and one in Great Sutton.

We held an engagement session where all the GPs from Ellesmere Port were invited to discuss their ideas of how we could achieve this and how they would like to see the future of healthcare being provided to our patients and what name we should call ourselves. From this we formed “One Ellesmere Port” our Primary Care Network. We employed a company temporarily to help us co-ordinate our work.

Expressions of interest were sent for board members and for the steering group who will work on the chosen projects.

We then held a similar engagement session in January for all the employed staff in the practices and they came up with some really good ideas and suggestions for service development.

A GP from each practice was nominated onto the board and they held their first meeting in March. They had to agree voting rights etc. and ratify the members of the steering group.

One Ellesmere Port steering group will have the following members; Clinical Director, Operational Lead, GP Rep, Nurse Rep, Practice Manager Rep, Office manager Rep and Lay members from Health Watch, NHS England, the local authority and Community care team.

Both Cathy and Becky from our practice have been accepted as steering group members.

Our next step was to inform our PPGs and then have some engagement with the patient population. Then we need to identify work streams for us to begin working on projects in April which will improve the care of our patients across Ellesmere Port and our first goal is to remember that this is for the good of all Ellesmere Port residents and not just our own practice patients.

One of the work streams will be to streamline the back office roles of the practice staff and enable everyone to follow the same protocols and procedures, so we can eventually provide cross cover across the area.

CB then explained to the Group what a Practice Manager role is and how it differs in various practices. CB enjoys the variety of the work and covers all aspects of the management of the practice including; Human resources, Finance, Health & Safety & Information technology. Some

managers mainly focus on the finance and others do the other work and employ someone to do the finance or Health and Safety or HR for them.

Hospital at Home service

This has been taken over by the Countess Of Chester Hospital and is currently advertising for Doctors and Advanced Nurse practitioners. While the service is being adjusted GPs have seen a difference and have been assured that the service will return back to the original good service once everyone is in post.

The Red Cross provide an excellent service for patients being discharged from hospital to home and who don't have anyone available to shop or help them get settled.

Pharmacy First Services

There is a new contract to be launched 1.4.2019 which local pharmacies will be asked by the CCG to sign up to. Some of the local pharmacies will be withdrawing the service as they cannot provide what is required in the contract. New Minor illness conditions are to be added to the list of conditions they already supply.

Brio Leisure Services

Due to the cuts in the Public Health budgets Brio Leisure has had their budget cut by 50%, therefore they have had to target their resources on the patients they feel need it the most and the following is a view of what they offer now.

Classes and sessions can be accessed at various venues across Cheshire – Ellesmere Port sports village is our closest but also Northgate arena, Neston Recreation centre and Frodsham leisure centre

Exercise classes for people with any of the following;

- Learning or physical disability
- Enduring mental health condition
- Type2 Diabetes

Help with Weight loss for 12 weeks available for people with the any of the following;-

- BMI between 30 and 39.9
- In receipt of benefits and have an enduring mental health condition or physical or learning disability

Quit smoking for patients with any of the following;-

- Pregnant
- 13-18 years of age
- Or living with an enduring mental health condition

Falls prevention classes - up to 25 weeks for patients aged 65+ as well as being at risk of fall

More details of any of their courses can be found on tele: 03007770033

Or

www.cheshirechangehub.org

CQC inspections

Recent information sent out to practices states that the CQC will probably not visit any practice who has previously received a good or outstanding achievement for 5yrs. Practices with concerns will be more often. The CQC will instead hold telephone interviews with the registered manager of the practice concentrating on several main areas eg. Quality/Safety and organisation of the practice and use the intelligence data (which includes friends and Family, NHS Choices and CCG data) they have access to form their assessment. CB explained to the group that Dr MacDonald is the registered CQC Manager for the Practice as he is the Senior Partner.

Practice Data Feedback for February

New Registrations	Appointments	Home Visits	Px	e-consult	Referrals To Secondary care	DNA
71	GPs 3258 GPA 315 ANP 54 Nurses 486 HCA 573 Phsyio 20 WBC 12	92	3060 367 via online requests	22	137	

Total registered patients: 11492

Any other Business

- **Pharmacy prescription requests**

Concern was raised over the waste of medication that pharmacies are over ordering for patients. It recently happened to one of the PPG members and she asked them to start ordering on her behalf. CB assured the group this is an area which is being worked on.

- **Dressings**

One of the group recently had to have sutures removed following an operation she was appointed to attend the COCH in the evening and raised concerns around the late appointment time for elderly patients. CB explained the situation around the history of the dressings clinic and why the recent changes. CB assured the group this is an area the new Primary Care Network (PCN) will be looking at in future.

- **Computer upgrade**

The practice underwent a PC upgrade this last weekend and each room now has a new PC and screen. The work considerably faster and save time previously taken on the system. We have also received Laptops so the GPs can use them when on patient visits.

- **New software AccuRX**

New text messaging pilot currently being trailed, Patients will get text messages directly from the GP when they working on their PCs and dealing with results etc. instead of the GP messaging a staff member who then contacts patient via phone or letter.

TIME AND DATE OF NEXT MEETING – Tuesday 25th June 2019 6pm

Agenda items for next meeting;