

# Churchmere Medical Group Patient Group

Meeting

Date: 2 October 2024

Venue: Senior Citizens Club, Pearl Yard, Whitchurch

Present:

Practice Representative: Dr Nick von Hirschberg, GP Partner (NvH), Olivia Barker, Patient Services Manager

**Whitchurch:** Peggy Mullock (PM), David Cooper (DC), Terrie Hewitt (TH), Janet Howarth (JH), Chris Crowther (CC), Dorothy Wright (DW), Bev Duffy (BD),

**Ellesmere:** Sue Francis (SF), Doreen Roberts (DR)

Apologies: Jenny Davies (JD), Managing Partner, Elaine Ashley (EA), Data & Quality Assurance Manager, Sheila Stringer (SS), Bernise Tasker (potential new member), Saffron Grover (potential new member)

**Action Log**

No	Details	Closed
1	OAB to discuss GP survey results and associated action plan at next meeting.	
2	EA to email Janet with timings for 19 <sup>th</sup> Oct	
3	OAB to speak to Jemma New re an Ellesmere Patient event	
4	PPG to write and distribute a testimonial on TT	
5	OAB to write an article on does and don'ts for TT	
6	EA to arrange once back from leave (in Ellesmere this time)	

## Minutes of Meeting

Agenda Item	Notes	Action Number
<b>Apologies</b>	<ul style="list-style-type: none"> <li>As Above</li> </ul>	
<b>Introductions</b>	<ul style="list-style-type: none"> <li>PM introduced the new members to the group and welcomed everyone to the meeting.</li> </ul>	
<b>Minutes of last meeting</b>	<ul style="list-style-type: none"> <li>Agreed as accurate and no outstanding issues</li> </ul>	
<b>GP Survey</b>	<ul style="list-style-type: none"> <li>Deferred to next meeting</li> </ul>	1
<b>Flu Clinics</b>	<ul style="list-style-type: none"> <li>Flu clinics are to be held on the 12<sup>th</sup> October for Ellesmere patients (Lakelands School) and 19<sup>th</sup> Oct for Whitchurch patients (Brownlow Community Centre)</li> <li>The practice would like members of the PPG to volunteer to help on the day.</li> <li>JH, TH and PM volunteered to help but would require sitting down roles this year please.</li> <li>No volunteers from Ellesmere at present.</li> </ul>	2
<b>Help yourself to Health Event</b>	<ul style="list-style-type: none"> <li>The practice felt it was wonderful to see so many pitches, but the event seemed to be quiet with a low footfall.</li> <li>PPG felt that the venue wasn't ideal, the market was very quiet on the day which didn't help.</li> <li>For the next event we need to use more advertising channels – Instagram was mentioned as an example.</li> <li>DR and SF would be keen to hold an event in Ellesmere Market Hall and PM agreed to support.</li> <li>The group also felt it would be advantageous to offer refreshments at the next event for a donation.</li> </ul>	3
<b>Total Triage</b>	<p>Dr NVH facilitated a discussion on total triage and gave an overview of how the practice felt the last three weeks had unfolded.</p> <p>Main points from the PPG discussion where:</p> <ul style="list-style-type: none"> <li>Social media posts had been both positive and negative, but the PPG had responded to any negative ones they have seen.</li> </ul>	4

	<ul style="list-style-type: none"> <li>• Concern for patients who don't have the internet and aren't able to complete an eConsult – call waits still high.</li> <li>• There has been a lot of positive feedback from patients who have gone through the system and had a good experience.</li> <li>• Some feedback has been received over the number of questions on the eConsult.</li> <li>• Confusion over what eConsult should and shouldn't be used for.</li> </ul> <p>Dr NvH advised:</p> <ul style="list-style-type: none"> <li>• TT process has given some unused capacity each day and improved the waiting time for a routine apt.</li> <li>• The practice feel it is a much safer and fairer system for our patients.</li> <li>• Feels like we are seeing the right patient, at the right time in the right place.</li> </ul> <p>The idea of a PPG testimonial was discussed and an article on what eConsult should and shouldn't be used for.</p>	
<b>Clayton Health Centre</b>	<ul style="list-style-type: none"> <li>• OAB advised that work is progressing on the new health centre and the building now has power and lighting. There is no completion date yet.</li> <li>• JD and EA having frequent meetings with the contractors, and everyone is getting most excited.</li> </ul>	
<b>Patient Newsletter</b>	<ul style="list-style-type: none"> <li>• September Newsletter was circulated and OAB asked the PPG to gain feedback on the newsletter.</li> </ul>	
<b>AOB</b>	<ul style="list-style-type: none"> <li>• The PPG asked for an update on the industrial action. Dr NvH advised that the practice have taken the actions which they supported and there has been very little impact on the patients.</li> </ul>	

<b>Date of Next Meeting</b>		
<b>Date</b>	<b>Location</b>	
	TBA	6