

Chester East PCN PPG Steering Group Minutes
 Wednesday 28th June 2023
 Location: Heath Lane Medical Centre
 2.00pm – 4.00pm
 Chair: Sharon King, PCN Strategic Manager

Attendees		
Chester East PCN	Sharon King, Strategic Manager	
Boughton Health Centre PPG	Clive Jones, Margaret York, Peter Ashton, David Hopkins	
Park Medical Centre PPG	Francis Burgess, Ian Lambert	
Heath Lane Medical Centre	Greg Yates, Ian Gould, Anne Ireland, Mike Crofton, Dave Morris	
Upton Village Surgery PPG	Bob Redhead	
Apologies: Chrissy Mylor, Tony Durken, Maureen Pardoe.		
Board Agenda		
14:00	Welcome & Apologies (5 mins) Any introductions	Verbal
14:05	Chester East PCN Wellbeing Strategy (15 mins) <ul style="list-style-type: none"> • Launch of Health & Wellbeing strategy <p>SK took the group through the content of PCN Health and Wellbeing Strategy in Dec 22, the document has now been published online and in surgeries with copies made available to all PPG members.</p>	Paper
14:20	PCN Update Q1 (30 mins) <ul style="list-style-type: none"> • Achievement update given under the headings of our 4 strategic objectives – Patient Access, Healthy Population, Partnership Working and Sustainability. <p>Patient Access:</p> <p>-Extra Enhanced Access counselling appointments (20 hrs p/w) Mondays 4-8pm.</p> <p>-Care Coordinator role live in all 4 practices: to help patients navigate their care.</p> <p>-27 Additional Clinical and Clinical Support Roles now in place including a PCN Dietician (Susan Hunter) who started in April. Her remit is to see patients with:</p> <ul style="list-style-type: none"> ○ Underweight or recent unintentional weight loss ○ Frailty nutritional support ○ Review of prescribed nutritional supplements ○ Any neurological conditions or cancer that affect nutrition ○ IBS and other gastrointestinal conditions ○ 1st line advice for complex Diabetes type 1 and 2 – dietary/lifestyle intervention ○ 1st line advice for Borderline diabetes / pre-diabetes - dietary/lifestyle intervention ○ Weight management (BMI >25kg/m2) ○ 	Verbal

-Facebook and Instagram now live with key updates and messages

Health Population:

-The PCN is running 2 Diabetes programmes at the moment:

- Firstly, we are running a project referring pre-Diabetic patients to the National Diabetes Prevention Programme.
- Secondly a project with high-risk Diabetes patients and an 8-point care check.

-For some patients who have suffered a heart attack they are attending a “Healthy Hearts” class. This is a free class provided by a local service called Healthbox. The purpose of the Healthy Hearts class is to improve cardiovascular fitness, muscular strength, psychological wellbeing and more. There is 1 class currently, but we are working towards setting up a 2nd class.

-Our nurses are also running a project on preventative care including a focus on a range of health checks that we offer in primary care including the NHS over 40’s health checks.

Our Partners:

-Our Enhanced Access partnership continues to be well used; feedback was given that future comms needs to make clear that each practice only picks up one day of EA hrs Mon to Thurs 6.30-8pm.

-There is often availability for a variety of apts at the weekend hub hosted at Garden Lane Surgery on a Saturday. SK ensures that practices are aware of availability weekly and to encourage patients to book in for routine appointments.

-Louise Gough our Social Prescribing Link Worker has 2 groups set up that meet weekly for non-clinical support and advice: a walking group on a Monday and a coffee group on a Friday. Contact your registered practice to get more details.

-We have had some very positive feedback recently from our student nurse who was placed with us from Chester University recently. We will have a student nurse placement once a quarter for 4 weeks.

-Finally, we have completed our spring COVID Booster programme with over 3,500 vaccines delivered to our patients in partnership with Chester Central PCN.

Sustainability:

-We are in the process of undertaking training sessions for patient facing staff on Mental Health triage. The training has been designed by Dr Trish McLeod our Mental Health Lead with the help of Deb Murray and James Fergus, 2 of our Mental Health Practitioners. The aim of the sessions is to

	<p>raise awareness of the different type of Mental Health conditions that our patients may present with, and which service to best refer them to.</p> <p>-We are working closely with our teams to set up peer networks within the PCN so that colleagues can benefit from peer support and the sharing of best practices. So far we have set up a Nurse Peer Group, Operations Peer Group and Secretary Peer Group, with further plans to set up a newly qualified GP Peer Group.</p> <p>-In coming months, we will be focusing on the wellbeing of our teams by promoting an increase in physical activity (whether it by via standing desks or a virtual “steps” challenge) and a dedicated staff resilience and well-being session.</p>	
14:50	<p>Capacity & Access Programme in Primary Care (30 mins)</p> <ul style="list-style-type: none"> • Chester East PCN action plan <p>The meeting was overrunning at this point so we only talked very briefly about the Capacity and Access Plan that NHSE has asked all PCNs to deliver.</p> <p>It is based on 3 main points:</p> <ul style="list-style-type: none"> -Gaining patient feedback via Friends and Family Surveys -Improving online and telephony routes into practices -Standardising the layout of each practices’ appointment books to the national categories. 	Paper
15:20	<p>Patient Communication (15 mins)</p> <ul style="list-style-type: none"> • Websites • Social Media Pages <p>The next point of discussion was regarding how we best engage with our patient population on service updates and the development of the PCN.</p> <p>Several points were raised which SK will put into a draft action plan for the PPG Steering Group to review:</p> <ul style="list-style-type: none"> -PCN Patient newsletter/ mailing list (looking at other local versions eg “Countess Matters” -Patient Event -Local press/Chester Handbook -promotion of website and social media -PPG meet and greet in waiting rooms -NHS App promotion -A comms sub group -Healthcare service map -Patient leaflets for each surgery -Engaging local schools/colleges -Presence in local community buildings eg libraries -Consistency of comms across the 4 practices 	Verbal

	<p>-Use of patient notice boards, leaflet offer and TV screens – internal comms review by practice</p> <p>All practices are currently auditing the usability of their websites and may well ask for PPG involvement in this!</p>	
15:35	<p>AOB (20 mins)</p> <p>Nothing else raised</p>	Verbal
15:55	Summary actions from meeting and close	Verbal
<p>Date & Time of Next Meeting Date 27th September @ 2pm Location: Heath Lane Medical Centre</p>		