

WESTERN AVENUE MEDICAL CENTRE
PPG MEETING 8th March 2016

Present:

Mr Brendan Doyle (BD) Chair
Mrs Janet Pitcher (JP)
Mr Gerald Templeton (GT)
Mrs Margaret Clarke (MC)
Jamie Ducker (Practice Manager – JD)

Apologies:

None

1. Minutes from the last meeting

Minutes approved

2. Actions from the previous meeting

Replies were received from 2 of the 3 cluster PPG chairs. It is planned that the PPG chairs will meet initially, following which a cluster meeting will be arranged involving all PPG members.

Action: JD to contact PMs asking if their chairs can email BD.

3. Patient Survey – CCG (Ipsos Mori) and Practice

Results received from the latest Ipsos Mori patient survey. Yet again the practice has seen an improvement in patient satisfaction.

The practice patient survey has now concluded. There has been an excellent response rate. JD thanked the PPG members for their assistance with the survey and encouraging patients to include further comments with their responses. BD shared some of the discussions and comments made by patients whilst handing out surveys.

Action: JD to collate survey results. Results of 2 surveys to be compared at next meeting.

4. CCG Update

JD updated the group on the current financial position of Western Cheshire CCG. The CCG is currently in some financial difficulty and is having its finance reviewed by auditors. They predict a financial deficit of £15m for the year 2016/17. The auditors are expected to submit a report by 25th April. There is a strong possibility that they will be placed in 'special measures'. If this is the case, it is likely that the current CEO and Chief Finance Officer will be removed from post and NHS will put in place their own management team with a view to making substantial cost savings. This may have a significant impact on the funding that Western Cheshire GP practices receive from CCG and may directly impact on the services that are provided.

Action: JD to provide update at the next meeting.

5. NHS Choices

The website 'NHS Choices' offers patients the ability to review their GP Practice by giving a star rating. This rating is available for all to view. Residents new to the area often use this site to compare GP practices before registering. Western Avenue currently has a very low rating, but very few ratings have been left, and no rating has been left for quite some. JD asked PPG members how we improve the response rate.

How to leave a rating:

- Google search 'NHS Choices Dr Adams Western Avenue'
- Enter NHS Choices site and click on 'leave review'
- Answer questions
- Click on 'submit'
- An email will be sent to you asking you to confirm your answers. Only after you have confirmed your answers will your rating be verified.

The whole process takes a couple of minutes.

Action: JD to enter message on screen titled "Message from PPG" advising patients of NHS Choices

Date of Next Meeting: Tuesday 7th June @ 2pm ***Please note change of time*****