



# Patient Participation Group of Drs Adey & Dancy

## MINUTES OF MEETING Tarporley Health Centre 16<sup>th</sup> July 2025

### Present

Julia Dancy, Nicola Bird, Paul Varey, Andrew Needham, Anthony Jenner, Geoff Johnson, Ian Hunt, Julie Plumb, Margaret Clare, Monica Haworth, Sue Masterman, Cathy Bonner, Marian Jones

### Apologies

Annie Robinson, Jayne Rowley

### Minutes of Last Meeting

These were accepted and there were no matters arising.

### The Role of the Practice Pharmacist

Beth Hughes, the resident Pharmacist for the Practice gave an interesting and comprehensive overview of her work. Patients can make appointments for consultations to discuss medication issues with her by ringing Reception. Beth was thanked for her presentation.

### Practice News / PCN News

- Nicola Wallace, ANP (Advanced Nurse Practitioner) has been on indefinite leave for several months and has now decided to take early retirement for personal reasons. She has worked at the Practice for a number of years. The other ANP, Hannah Maclver has been covering Nicola's hours in her absence but whether or not this arrangement will continue has yet to be decided.
- The current controversy around the use of Physician Associates was again raised and it was confirmed that although our Practice doesn't intend to employ anyone in this role at present, they do assist in the training of graduates who eventually hope to qualify as PAs. It was pointed out that ANPs are able to hold much greater responsibilities in terms of patient care including prescribing medication and arranging referrals.
- There is soon to be a change in the way the Enhanced Access weekend surgery, at Bunbury, operates. Currently any patients from practices within the PCN can make appointments to visit this surgery and times are allocated on a first-come-first-served basis across the PCN. To make the system fairer for patients a new system will be trialled where each practice will have a specific number of appointment slots for each session and the practice can book patients into those slots. Any unused slots remaining around 3 days or so before the session will be opened up for any patient at any practice to book.
- The name of the Practice will need to be changed now that Dr Callely has become a partner but no decision on this has yet been made.

## **Healthbox Contract Update**

Concern was expressed about the news that the current contract with Healthbox will not be continuing, resulting in the loss of the social prescribers and mental health link workers. Healthbox were unable to provide the service within the budget available and so had given notice. It was explained that because of all the other demands on Practice finances, access to alternative provision needed to be explored. It was stressed that patients require more than a simple signposting service (that many who end up in that position will be unable or unwilling to use/access). The big benefit of the social prescribers was that they were more hands on and could get involved with practical help beyond simple signposting. It was reported that the PCN will utilise NHS Talking Therapies (IAPT) for Mental Health referrals which offers a range of services including group therapies and workshops. It was emphasised that the current level of access to Mental Health Services mustn't be reduced. In tandem to this the PCN are investigating how they can provide the social prescriber service in a cost-effective manner.

## **AI Scribe**

The Practice is considering making use of the Lexacom AI Scribe in the near future, with the aim of allowing clinicians to focus more on the patients than on note taking. It is an advanced Artificial Intelligence system that can be voice-activated. Robust and strict controls will ensure that only a clinician has access to sensitive information.

It was reported that the practice had completed a trial of the system and had decided to put its introduction on pause for now whilst they carry out further investigations.

A discussion ensued on the pros and cons of AI and the general consensus was that as long as no patient confidentiality could ever be breached and the accuracy of the AI notes monitored, Lexacom could be a worthwhile tool.

## **The Value of a GP**

This item had been included on the agenda at the request of Dr Adey. In his absence it was decided to hold it over and ask him how he would like to proceed once he has returned.

## **Patient Confusion re Communications**

It was reported that the PPG had received a couple of emails from patients containing medical queries. The patients had confused the PPG email address with the practice email address. In both cases the emails were forwarded straight to the practice and deleted from the PPG inbox.

The practice manager agreed to send a message to all patients reminding them of the correct email address to use for medical queries.

## **Issues of Concern**

All members agreed once again, that we are extremely fortunate in belonging to such a good, efficient practice.

## **Bank Account**

This has not been utilised at the moment and still only contains the initial £10 deposit that was added to open the account. There was a discussion about how we can get the most benefit from it as a PPG and the practice agreed that they and the PPG could create a joint communication to patients explaining the purpose of the fund and how they could donate to it if they wished to. It was also suggested that if anyone had suggestions of groups/activities that would be of benefit to patients they could contact the PPG.

## **Friends and Family**

The attempt to publicise the results has stalled as there have been fewer forms returned recently. There was some discussion about the relevance of the F&F questions and the presentation format but ultimately as a group we have no jurisdiction over this as it is imposed by the NHS. The current month's data will be combined with next month's so that a larger data set can be analysed. It was agreed that there is no patient confidentiality issues in sharing comments made as all forms are anonymous.

## **Noticeboard**

Jayne Rowley very kindly took over the task of maintaining this and over several months, planned and organised some excellent displays highlighting different health topics. Unfortunately, she is no longer able to continue with this so a request was made for someone else to take it over. No-one felt in a position to volunteer.

In the meantime, the Practice staff have filled the noticeboard space neatly with some interesting and up-to-date health posters on a range of topics, so there is probably no need for the PPG to be involved in this task from now on.

Jayne has amassed a considerable amount of resources with which to create future displays. Over the next few weeks Marian will collect them from her and store them until they can be used at roadshows and other events.

## **PPG Web Pages**

Cathy had provided Paul with very helpful comments on the web pages and he will now look at them in depth and see what changes are necessary. He will then work with Sandra at the practice to make the changes. The aim is to have a set of pages that require very little upkeep.

## **GDPR – Guidance for PPGs Document**

This document was circulated prior to the meeting and its contents noted. It was pointed out that our PPG complies with all of the requirements.

## **AOB**

- There is to be a flu vaccination clinic on Saturday 11<sup>th</sup> October. A request was made for PPG members to assist with car-parking and shepherding patients when they arrive. PPG members will let Paul know if they can assist and he will draw up a rota in consultation with Nicola.

- In the future there will be some training arranged to help patients to use the NHS App. Discussions are underway on the format of the training, and opportunities for delivering it. This will be done in partnership with the PPG at Dr Kent's practice.
- One of the areas of concern for the Practice is the level of uptake of the measles vaccine. More publicity is needed to encourage/reassure reluctant parents to have their children vaccinated. All vaccination records are held by the Practice and the reduction in numbers is worrying.

### **Next Meeting**

4pm on 15<sup>th</sup> October 2025 at Tarporley Health Centre.