

# Kelsall PPG Meeting

## Wednesday 16 July, 2025

### held at the Medical Centre, Kelsall

## Minutes

**Present :** Caroline Stein (Chair), Alan Bottomley (Vice Chair), Michele Elvin (Secretary), Claire Baker, Julie Johnson, Jen Bottomley, Fiona Bazeley, Roger Bailey, Alan and Ann Parsons, June Willis

#### **Apologies & Minutes**

##### **Apologies :**

Georgina Bailey, Lyn Howe, Nick Kuszniir, Erin Murray.

There were no minutes from the previous meeting because the purpose of the meeting had been changed. Alan noted however, the meeting had commenced by approving the minutes of the previous meeting.

#### **1. Action Tracker**

Due to changes in committee structures there is no further need for a PCN role to liaise with the Countess of Chester Hospital, so the action is to be removed.

Education meetings item to be deleted.

TOR to be reviewed at next meeting.

Caroline reported that Dr Durrant will be the liaison point between the Hub, the PPG and the Medical Centre. He is now a trustee of the Hub.

The medical centre has purchased a table mic for the video to improve sound for people attending meetings remotely.

#### **2. Chairs Report**

Caroline acknowledged this was Claire's last meeting. There will be a low key leaving do for Claire on 30 August at the Medical Centre with invitations to staff, PPG members, trustees, Lorraine and Humphrey. The event will be at 12 noon with a buffet and non-alcoholic drinks and stand-up bingo to raise money for the Hub.

In future Caroline will skim the PPG (UK) Newsletter and only circulate if the content is relevant to the group.

#### **3. Update on the Medical Centre**

Julie reported that as of Friday 18<sup>th</sup> July 2025 the dispensary will be shut. Patients have been moved across to Kelsall, Tarvin and other local chemists. The process has been managed in a safe and diligent way, starting with those at risk. Despite numerous texts being sent to relevant patients, there remain some unallocated patients. People who have not responded will need to take their

next prescription with them and if necessary the practice can help them at that point to nominate a chemist. It was noted that some patients who are registered with the Medical Centre have been very occasional users of the service.

Dr Kylie Daniels will be the future GP representative on the PPG. Meetings will move to a Tuesday, probably at 5.00 to 5.15 p.m.

Dr Sophie Gardener will be replacing Claire as a partner. She is currently with a practice in Nantwich and this is her first time as a GP partner. Aled Donovan will also become a partner. This growth in the number of partners from two to three will spread the load of responsibilities. Sophie will have surgeries on Mondays and Tuesdays and cover Sable Cottage Nursing Home.

Overall GP coverage will remain at the same level as currently.

Julie also reported that the Practice Nurse Michelle has now left and will be replaced by Jess Brown on 4 August. Locum nurses are being used in the interim.

#### **4. PPG Chairs Report**

Julie has been the PCN representative at the PPG Chairs meetings for the practice for the last 4 years. Going forward the PCN Manager, Kathy Bennett will attend the meetings. Caroline attends and will be our sole contact now.

#### **5. Wellbeing Hub Update**

**Action:** Caroline will share the newsletter with the PPG Members when it is produced.

#### **6. Friends and Family**

The Friends and Family survey results for June are as follows:

V Good	242
Good	30
Neither	3
Poor	4
V Poor	3
Total	282
Good or v. Good %	97%

The practice was part of the National Patient Survey which was sent out to a random 268 patients. There were 113 returns (42%).

The Practice is higher than average on 18 out of 20 questions.

More detail on this survey is appended to these minutes.

#### **7. Recruitment of New PPG Members**

We continue to search and promote for new members.

#### **8. Newsletter**

This has been dealt with elsewhere.

## **9. Any Other Business**

Claire thanked the PPG.

Caroline reported that this year the Hub would not be open during the flu clinic and there would not be the stalls representing different organisations as in previous years. The PPG will continue with our marshalling role and volunteers will be called closer to the time.

## **10. Next Meeting**

Due to Kylie joining the PPG, we did not set the next meeting date. This will be circulated in due course.

As there was no further business the meeting closed at 6.30 p.m.

## **GP SURVEY 2025**

**268 Sent out to Patients**

**113 Returned**

**42% Completion Rate**

**18/20 KMC were above both the ICS & National Results**

**Website low % potentially due to cohort of participants and/or new website release.**

**3% for offer of alternative location is N/A to this practice.**

### **Your GP practice services**

**75% find it easy to get through to this GP practice by phone**

ICS result: 52% | National result: 53%

**41% find it easy to contact this GP practice using their website**

ICS result: 49% | National result: 51%

**61% find it easy to contact this GP practice using the NHS App**

ICS result: 50% | National result: 49%

**91% find the reception and administrative team at this GP practice helpful**

ICS result: 85% | National result: 83%

**61% usually get to see or speak to their preferred healthcare professional when they would like to**

ICS result: 39% | National result: 40%

### **Your last contact**

**90% knew what the next step would be after contacting their GP practice**

ICS result: 83% | National result: 83%

**97% knew what the next step would be within two days of contacting their GP practice**

ICS result: 94% | National result: 93%

**87%** describe their experience of contacting their GP practice as good

ICS result: 70% | National result: 70%

### **Your last appointment**

**58%** were offered a choice of time or day when they last tried to make a general practice appointment

ICS result: 51% | National result: 54%

**3%** were offered a choice of location when they last tried to make a general practice appointment

ICS result: 13% | National result: 14%

**74%** felt they waited about the right amount of time for their last general practice appointment

ICS result: 71% | National result: 67%

**97%** say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

ICS result: 88% | National result: 87%

**96%** say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

ICS result: 88% | National result: 86%

**86%** say the healthcare professional they saw or spoke to was good at considering their mental wellbeing during their last general practice appointment

ICS result: 76% | National result: 74%

**99%** felt the healthcare professional they saw had all the information they needed about them during their last general practice appointment

ICS result: 93% | National result: 92%

**97%** had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

ICS result: 93% | National result: 93%

**97%** were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

ICS result: 92% | National result: 91%

**97%** felt their needs were met during their last general practice appointment

ICS result: 91% | National result: 90%

Your health

**82%** say they have had enough support from local services or organisations in the last 12 months to help manage their long-term conditions or illnesses

ICS result: 71% | National result: 69%

Overall experience

**91%** describe their overall experience of this GP practice as good

ICS result: 78% | National result: 75%