



**Patient Champions Meeting
Minutes and Actions**





Thursday 22nd February 2024, 09:30 – 10:30

Meeting Room 5, 3rd Floor Fountains Building, Delamere Street, Chester, CH1 4DS

Chairperson	Jo Inglis	Minute Taker	Jo Inglis (JI)
Attendees	Janette Mason, Office Manager – Garden Lane Medical Centre, Helen, Chester South, Mike Jackson, Patient Champion – NVS, Jane Jamieson, Patient Champion – The Elms MC, Tim Gould – Elms MC, Ellen Mitchell – Dietitian, CoCH,		
Apologies	Adie Salter, PCN Manager - CCPCN, Sue McRae, Patient Champion, Sue Pearson, Patient Champion		

Item	Notes	Actions
	<ul style="list-style-type: none"> JI welcomed everyone to the meeting and introductions were made. 	
PCN Website	<ul style="list-style-type: none"> On the advice of NHS England and due to patients becoming confused as to where to find certain health and wellbeing information, it was confirmed that the PCN Website had been closed. Patients advised to use their registered Practice website for all health and wellbeing information. Future communications from the PCN will be via email, Practice website or Practice or CCPCN social media platforms. 	<ul style="list-style-type: none"> Future communications from the PCN will be via email, Practice website or Practice or CCPCN social media platforms.
One Chester	<ul style="list-style-type: none"> JI introduced One Chester, for information purposes, as follows: One Chester is one of 7 Community Partnerships in Cheshire west, which cover different areas and help influence, address and understand local health needs. Community Partnerships aim to improve health and wellbeing through NHS and Council commissioned services, working with local people and organisations. The Partnership includes: community, charity and voluntary sector, Cheshire Police, Cheshire West & Chester Council, local GP Practices, Brio Leisure to name but a few. The programme aims to: support and influence wider plans that will impact upon the wider community. Priorities: antisocial behaviour & crime, circulatory & respiratory disease (disease prevalence, resp & circulatory admissions) & poverty & employment. 	

	<ul style="list-style-type: none"> Programme structure: Core Group & 3 subgroups: 1. Population Health – analysis of data & identification of health inequalities, 2. Communication Group – management of service information, social media community engagement, co-production of events, 3. Project Group – oversight and delivery of projects and evaluation of projects. 	
Fountains Building Access	<ul style="list-style-type: none"> Parking in the drop off area. This is a designated drop-off area with no short-term parking availability. Traffic Wardens actively patrol the area. Unfortunately, this beyond the control of the PCN or Fountains Building Management. Fountains Building lift access. Lift on the left: No access to the car parks / access to all floors. Lift on the right: access to all floors & car parks 	
Ellen Mitchell, PCN Specialist Dietitian, overview of Diabetes Essentials	<ul style="list-style-type: none"> Ellen Mitchell gave an overview of the CCPCN Diabetes Essentials service – an inhouse diabetes group information session, for patients within the Chester Central PCN. Sessions are held in the Fountains Health Building. Patients are booked directly into the sessions through their GP reception team – which means a higher rate of attendance and fewer patient DNAs. The sessions aim to give patients diabetes information and support within 2 weeks of diagnosis. Patients are offered holistic support by signposting to the PCN Wellbeing Coordinator, Health & Wellbeing Coaches and Low Level Mental Health Counsellor. The Service has a dedicated, part-time administrator which allows for more clinician time with patients. Other PCNs have access to Diabetes Essentials information sessions held at the Beehive Centre, Northgate Village. The CCPCN Service is receiving very positive feedback from patients, highlighting the importance of having the ability to directly book appointments through their GP, attending the sessions in a familiar environment and the relaxed atmosphere created by our expert dietitians. The service will hopefully be reviewed and extended into the next financial year, depending on funding availability. 	
How Patient Champions can support the PCN	<ul style="list-style-type: none"> All champions expressed interest in supporting the PCN and our patients. Projects discussed included champions supporting patients with the installation & navigation of PATCHS (Patient Access to Consultation, Healthcare and Support) & the NHS app and proof-reading patient information leaflets prior to being made available to the wider patient population. 	<ul style="list-style-type: none"> Jl to discuss with AS

<p>Expectations of seeing a physiotherapist</p>  <p>FCP promotional poster.jpg</p>  <p>When to see your FCP.jpg</p>	<ul style="list-style-type: none"> ▪ The PCN provides a First Contact Physiotherapy service. ▪ It was clarified that patient's cannot self-book Physiotherapy appointments, as not everyone has access and that not all appointments would be booked appropriately. ▪ It was confirmed that all Practices had First Contact Physiotherapy appointments available w/b 26.02.24. ▪ It was highlighted that the demand for First Contact Physiotherapy service appointments fluctuated from Practice-to-Practice and from week-to-week hence the fluctuation in appointment availability. ▪ It was emphasised that, due to the fluctuation in appointment availability, it was not possible for clinicians to be up-to-date with waiting times for the First Contact Physio service. 	<ul style="list-style-type: none"> ▪
<p>Upcoming Events</p>  <p>DEEP - Bouncing Back.jpg</p>  <p>HB - High blood pressure & High Chol</p>	<ul style="list-style-type: none"> ▪ Bouncing Back – Deep – Dementia Voices Tuesday 5th March 2024, 14:00 – 15:30 Foyer, Fountains Building ▪ High Cholesterol & High Bp Workshop Patients can reserve a place on the workshop by booking through their GP reception team. <p>Please see attached flyers for both services.</p>	
<p>Any Other Business</p>	<ul style="list-style-type: none"> ▪ PALS (Patient Advice and Liaison Service) It was confirmed that every hospital has a PALS service, contactable by email or the hospital switchboard. The PALS office, at the Countess of Chester Hospital, is located in the foyer of the General Wing. ▪ “NA” on blood test results. It was clarified that “NA” means “No Action”. ▪ Blood Results. MJ queried whose responsibility it is to obtain blood results when the results are checked by a clinician and actioned as normal. It was clarified that clinicians contact patients with any abnormal test results or those results requiring further action or follow-up. However, due to the volume of results every day, it is the patient's responsibility to follow-up test results, as stated by the clinician. Patients are not contacted to be informed of normal test results. It was highlighted that, when test results have been verified by a clinician, patients can view test results on the NHS app and patients should be encouraged to use this. ▪ Blood test waiting times. It was confirmed that the next available appointments with the PCN Phlebotomist were on 06.03.24 & 07.03.24. 	

		<ul style="list-style-type: none"> ▪ It was highlighted patients can book an appointment to have bloods taken at: Countess of Chester Health Park at the GP Blood Department, in the 1829 Building. Opening times: Monday – Friday 07:30 – 18:00 (last appointment 17:50) Address: GP Blood Department, 1829 Building, Countess of Chester Health Park, Chester, CH2 1UL. It was noted that a clinician at the GP Practice will need to have requested the blood test prior to being able to use the service. ▪ Prescription items being rejected: cant remember this being discussed! ▪ Patients registering with a GP. Patients are registered with a Practice and are assigned a named GP at the point of registration. You do not have to see your named GP and can request your named GP to be changed. 	
		<p>Future Meeting Dates:</p> <ul style="list-style-type: none"> ▪ The next meeting will be held on Thursday 23rd May 2024 from 09:30 – 10:30 	

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