



Inclusivity - Respect - Trust - Honesty - Solution Focused

**Patient Champions Meeting
Minutes and Actions**

Thursday 6th February 2025, 09:30 – 10:30

Meeting Room, Northgate Village Surgery, 1st Floor Fountains Building, Delamere Street, Chester, CH1 4DS

Chairperson	Jo Inglis	Minute Taker	Jo Inglis (JI)
Attendees	Jane Jamieson, Patient Champion – The Elms Medical Practice, Jo Dean-Waters, Patient Champion – NVS, Louise Fedrick, Patient Champion – NVS, Patricia Blease, Patient Champion – NVS, John Blease, Patient Champion – NVS, Julie Spinks (JS), Practice Manager – NVS, Georgia Rowlands (GR), Office Manager - NVS		
Apologies	Adie Salter, PCN Manager - CCPCN, Janette Mason, Office Manager – Garden Lane Medical Centre, Sue Pearson, Patient Champion		

Item		Notes	Actions
	Welcome & Introductions	<ul style="list-style-type: none"> JI welcomed everyone to the meeting and introductions were made. 	<ul style="list-style-type: none">
	PCNs & ARRS Roles	<ul style="list-style-type: none"> The concept and background of Primary Care Networks (PCNs) and Chester PCN were introduced, highlighting their focus on collaborative, holistic and community-based care. The aim is to reduce GP workload while enhancing patient support. It was proposed that patient champions could play a key role in raising awareness and encouraging engagement with these services. The Additional Roles Reimbursement Scheme (ARRS) and its role within the PCN and primary care was introduced. An overview of some CCPCN ARRS roles and services was given. It was emphasised that these roles help improve patient access, reduce GP workload and enhance patient support. Eg: direct signposting to First Contact Physiotherapist instead of initially seeing a GP and being referred. A member of the group highlighted the difficulties she had had cancelling a CWP physiotherapy appointment. JS introduced & gave a background of the new GP ARRS roles, highlighting the additional appointments provided weekly. 	<ul style="list-style-type: none"> JI to keep the Patient Champions updated with the different awareness events arranged. JS to feedback

NHS Change	<ul style="list-style-type: none"> ▪ The Prime Minister and the Secretary of State for Health and Social Care launched <i>Change NHS</i> to create the biggest-ever conversation about the future of the NHS. Key themes from public feedback include the need for easier GP access and better coordination between services. It was highlighted that anyone aged 16 or over, living in England can take part. Links below. ▪ Members were encouraged to participate by completing the questionnaire and sharing their views to help shape the future of the NHS. ▪ https://change.nhs.uk/en-GB/ 	
NHS App	<ul style="list-style-type: none"> ▪ As part of modernising and supporting NHS Change, the use of the NHS App was discussed. While its benefits were highlighted, common issues were also identified, including difficulties with access, navigation and ordering or collecting certain repeat prescriptions. 	<ul style="list-style-type: none"> ▪ It was suggested that a simple, step-by-step user guide could be an initial project for the Patient Champions. ▪ Patient Champions confirmed they could lead / support waiting room awareness activities.
Awareness Campaigns	<ul style="list-style-type: none"> ▪ Gracie, ARRS Role - Health & Wellbeing Coach, dropped into the meeting to introduce herself and her service. Gracie also promoted her High Blood Pressure & High Cholesterol Workshop. ▪ Diabetes Essentials. ▪ Nature & Natter Wellbeing Walks 	<ul style="list-style-type: none"> ▪ Promotional leaflets attached.
Any Other Business	<ul style="list-style-type: none"> ▪ The Patient Champions were asked regarding future awareness campaigns. Suggestions included: <ul style="list-style-type: none"> - NHS App - Dermatology – changes in moles - Men’s Health / Prostate Cancer - Stress & Anxiety ▪ It was suggested that to support with different awareness campaigns Patient Information Screens could be utilised and the content regularly reviewed and changed. It was highlighted that the audience differs and some Champions watched the screens and some didn’t. ▪ It was suggested that the display boards and posters should also be regularly moved and changed. 	<ul style="list-style-type: none"> ▪ JI to contact the Champions and update with support arranging / promoting campaigns.

		<ul style="list-style-type: none"> ▪ JI confirmed that communication will continue via email between meetings, with all addresses kept confidential and recipients blind copied. JI will maintain regular contact with all Champions. ▪ Additionally, JI noted that ad-hoc meetings can be arranged as needed, alongside the scheduled quarterly meetings. ▪ The Group wanted to highlight how lovely & modern The Fountains building is compared to the previous buildings / Practices. They asked to particularly highlight how clean the public areas and toilets are kept. 	<ul style="list-style-type: none"> ▪ JI to highlight to the Fountains Management Team.
	<p>Dates & Times of Future Meetings</p>	<ul style="list-style-type: none"> ▪ Northgate Village Surgery is the venue booked for meetings in 2025, agendas to be confirmed: <ul style="list-style-type: none"> - Thursday 5th June 2025, 16:00 – 17:00 - Thursday 11th September 2025, 09:30 – 10:30 - Thursday 4th December 2025, 12:00 – 13:00 	