

# **PPG Minutes 19th September 2024**

## **Present:**

LL (Chair)  
PR (Secretary)  
Dr Hobman ((Lead GP)  
Tracy King (Assistant Practice Manager)  
MK  
CE  
BW

## **Apologies**

IL (Vice-Chair)  
MW  
TD  
CR

## **Previous Minutes 20th June 2024**

Approved

## **Matters arising from last meeting**

### **(a) Update of facebook page**

TK was delighted to inform us that previously Conway Rd's Facebook Page had 63 followers; this has now risen to 210 followers. There has been a lot more feedback and comments too.

## **(b) Health Education**

See agenda item (c) below.

## **Agenda**

(a) At the last meeting it was mentioned that we hoped to have a promotion for training on how to use the NHS app for those who are not familiar with technology. TK informed us that 44% patients now use the NHS app. Unfortunately, the training has been decided to be put on hold as TK has not been able to commit to a date yet until next year due to the bad timing with the flu season/clinic. This will continue to be on the agenda and a day will be set in due course.

(b) The Patient Survey results were finalised and were shown to be above average. Both the ICS and National results percentages are shown on the results. TK informed us that the questionnaire goes out to patients completely at random.

## **(c) Update about suggestions for topics for Health Education**

TK informed us that Jon one of the in house physio team has links with other physio's who may be available to do a talk. Particular points of interest could be women's health - the menopause and how physio can help.

Cookson Health could possibly do talks on Saturday mornings as well as on a weekday. LL suggested that Trafford Age UK could be asked if they would be willing to do a talk regarding falls in older people. Promotional leaflets for these could be obtained and distributed. TK to contact Age UK to see if they can hold any patient talks.

## **(d) BMA strike update.**

Dr JH gave a useful insight to the pressures that GPs are under. The hospitals are asking GPs to do work that are not their responsibility, nor are they contracted to do;

the GPs are looking at the areas of work that they are already working over and beyond what they are paid to do such as ECGs. This has led to having to suspend doing ECGs at the surgery unless a severe need. The situation now is that if asked to do any work inappropriately, they are having to send them back as all this takes time and reduces patient appointments. However, each individual patient will be reviewed on their own situation/case.

The GPs at Conway Rd give feedback to the BMA weekly.

Dr JH also talked about having to re-direct patients to other services such as bloods which makes the system more efficient and frees up time again for patient appointments. The surgery has no influence when referring to secondary venues such as hospitals.

MK gave her own personal example when she struggled to get physio after a knee injury. Dr JH suggested it could be there is high demand for physio's but possibly no funding for them. The physio service locally is shared. Conway Rd already have a good system in place for triaging patients for physio which saves on Dr's appointments.

## **(e) Neighbourhood Engagement Co-Ordinator**

Anna's role would co-ordinate projects within the local PCN. Anna has a lot of contacts. It is thought that she covers the whole of Greater Manchester as part of a team, and she will be our named contact. These are ICB funded. Unfortunately, Anna was unable to attend this evening and was not able to give her talk this evening. However, she is willing to come to an extra meeting to go over everything her role entails.

## **Practice Update**

This year's Flu program started yesterday with the children's vaccinations, and is going well. There has been a good uptake so far. The Surgery is encouraging patients to "Support your Practice" as similar to last year, there are many Pharmacists who are advertising the vaccination privately.

## **Any other business**

BW mentioned hearing about Pharmacists saying they were feeling under pressure. This is thought to be because it was suggested that they take over some of the jobs and workload that is normally done by the Doctors.

BW asked if Dr Frier who has now retired is going to be replaced. Dr JH said her hours would be covered and that there had been no reductions of patient appointments, so no impact.

CE brought up that he had had 3 initial text messages regarding the RSV (respiratory syncytial virus) vaccination, but it was unclear what the source was that this had come from; but no further follow up regarding an invitation. MK had also had messages inviting her to watch out for an invite text; these were from Conway Rd however. These too had no follow up invitation texts. TK thought there may be a glitch in the system and would investigate.

IL and LL spent considerable time in the waiting area to monitor if patients were looking at the information boards and leaflets. Unfortunately, most people did not seem to be interested in doing this. It was suggested that maybe it is down to so much information being available on the Internet and elsewhere.

TK asked if anyone had noticed the new phone system. This consists of a much more efficient queuing system that says which number the caller is in the queue and gives the option of a call back. There are options for prescriptions after 11:00am, and test results after 2:00pm. This improvement and more efficient system means it is much quieter in the reception area with no phones constantly ringing.

It was suggested that we have another meeting where Anna can be invited on the 17th October. It was agreed it would be better to give Anna several dates to choose from for her convenience.

The meeting concluded at 19:40pm

Date and time of next meeting: **12th December 2024 6:30pm**