

Patient Participation Group Minutes 13th March 2025

JH (GP Partner)

TK (Assistant Practice Manager)

LL (chair)

IL (Vice Chair)

JR (SMCP)

MK

CE

ME

BW

Apologises - RE

Presentation from JR – Sale Moor Community Partnership (SMCP)

Community health panel discussion regarding health needs and services in Sale Moor area - Focus on improving access to healthcare services and addressing health inequalities - Key health concerns identified: cancer screening awareness, arthritis, diabetes, mental health, obesity - Reports of barriers to healthcare access including embarrassment, social circumstances.

Multiple community members reporting various health conditions including pre-diabetes, obesity, arthritis - Social circumstances impacting health access and outcomes noted across community

Engagement levels on the community health panel: approximately 40 direct participants, representing approximately 100 individuals' health experiences - Fortnightly meetings since 11/2024, with attendance ranging from 12-15 participants per session

Identified key health priorities in Sale Moor community: - Cancer screening awareness and access - Arthritis management and support - Diabetes prevention and management - Mental health support - Obesity management. Community nurses conducting health checks and assessments through outreach services.

JE informs of Plan which is awaiting approval: - Development of strategic health initiatives: - Coordinate with PCN (Primary Care Network – which is the 5 GP practices in Sale) and GP practices for specialist talks/sessions - Establish health information section in community magazine - Continue fortnightly community health panel meetings - Enhance communication between PPG and community health panel - Develop targeted support for identified health priorities - Integration with Sale Community Hubs for coordinated support services - Planned

presentation of findings to Sale PCN - Consider development of health centre facilities in long-term planning. Lots to look forward to in working as a PCN and within the community.

Discussion regarding neurodivergent health education evening held on 06/03/2025 - Event supported by PPG and coordinated by Tracy - Speakers included: a representative from Greater Manchester Mental Health recovery service, Trafford Specialist Educational Needs Advisory Service and SMCP- 100% positive feedback from attendees - Key points discussed: services accessible without formal diagnosis, family support options, sibling support, holiday clubs - Parents requesting more information about diagnostic process - Clarified GP cannot refer directly to service, referrals come through schools. Attended by over 45 patients. A very successful and needed event which the surgery is looking to put on again for different subjects similar.

Following the event - Information packs compiled and distributed to all clinician rooms - Resources include a comprehensive list of services for adults, children, teens, families. The surgery has created a community notice board in the foyer which will be used for information sharing about the community.

1. NHS App Engagement – The surgery has held 3 NHS App afternoons; invites were sent to patients who were identified as having repeat prescriptions but not registered for the app. The 3 dates were attended by over 100 patients who staff successfully connected to the NHS App and helped to request prescriptions, book and cancel appointments, view medical information etc. January 2024 vs January 2025 statistics: - Monthly appointments booked increased from 98 to 196 - Monthly logins increased from 4,716 to 10,260 - Current usage: 64.7% of practice population - Last 3 months: 2,724 appointments booked, 919 cancelled.

2. RSV Vaccination Programme - Clinics scheduled for April (fully booked) - Additional May clinics arranged with eligible patients texted with a self book link- Target cohort: age 70-79 - Single vaccination only, not annual.

3. Future Health Education Events - Falls prevention evening planned with Trafford Age UK - To be scheduled in summer months. Discussion ongoing for another '@neurodivergent/mental health' style evenings.

4. Practice Updates - New TV screen installed for patient information - Rolling presentation of practice updates and health information .

AI documentation system (Heidi) implemented: - Benefits: improved consultation documentation - Translation feature available - Particularly useful for interpreter consultations. Heidi used to transcribe the minutes of meeting.

PPG housekeeping:

Discussion re: future PPG focus and project planning: - Need for dedicated meeting to discuss group capacity, time commitments - Aim to be more patient-led with practice support - Practice willing to provide meeting space and assist projects. Working group meeting to be confirmed.

Next regular meeting scheduled for June - Additional project planning meeting to be arranged in coming weeks.

Community updates discussed: - Mental health work expansion reported - Trafford Circle West: volunteer driver project launched for over-50s with mobility issues for health appointments.

Free courses mentioned: mental health first aid, counselling, autism (links pending) - Next Trafford network meeting: 25/04/2025 - Veterans/Armed Forces support: - New charity information distributed re: support for veterans' families - Services cover: PTSD support, family support - Higher demographics of ex-service personnel noted locally - Common issues: homelessness, alcohol issues, relationship difficulties - Discussion re: Merchant Navy support services and port chaplaincy network - Training feedback: - Grief course at Friends Meeting House discussed. This was attended by BW who reports it was very beneficial, covered differences between grief/loss - Shorter Zoom version available. Details to be shared with the group.

Date for next meetings:

June 12th 2025 6.30pm

September 18th 2025 6.30pm

December 18th 6.30pm