

## **Minutes of the Patient Participation Group**

**Held on Wednesday 23<sup>rd</sup> January at 6.00pm**

### **Present:**

Pamela Wilson, Practice Manager, Gill Tierney, the Clinic representative, Catherine Carmody,, Rod Tattersall, Anne Bown, Lorna Scott, Chris Battle, Brian Searle, Joyce Pollard and Jean Kehoe

### **Apologies:**

Helen Selwood, Elizabeth Lamb, Chris Boyes and Willie Harris

### **1 Matters Arising from the previous minutes:**

1.1 There is to be a Cancer Awareness meeting and this is scheduled for March when texts will be sent out to patients alerting them to this event.

1.2 A quarterly newsletter, printed on bright green paper, has been produced and is available on the reception counter and is being pointed out to patients to make them aware of its existence.

1.3 We asked Gill if it was possible to have a section of a notice board for the PPG as there is not really enough room for another notice board in the surgery.

1.4 There was a discussion of the various clubs, societies, and activities in the area that might be relevant to the patients, especially those new to the area. Jean agreed to compile a list and Gill gave her a booklet (Home Instead Senior Care) to peruse. It was suggested that new mothers are given details of the various toddler groups and playgroups in the area already but Jean will look at the various websites available.

1.5 The next newsletter is due at Easter and ideas for what should be included in that issue to be brought to the next PPG meeting at the end of March.

1.6 Pam is to try and link us up with other PPGs for sharing of ideas.

### **2 Missed Appointments Indicator:**

There is a missed appointments indicator on the front of the reception desk indicating how many patients have missed their appointments in the last month (81 in December). This is updated each month. Pam said that patients are contacted by text alerting them to their missed appointment (DNA) and it was thought that the numbers are gradually decreasing by such a strategy, albeit slowly.

### **3 Collecting ideas from younger patients:**

It was thought a good idea to collect information from patients who are younger and tend to come to the late surgery held on Wednesday evenings. Jean volunteered to canvass their opinions and report back at the next PPG. Ideas for questions were put forward including their opinion on surgery times, waiting times, reception area, their ideas for improvement and whether they might like to join the group.

### **4 Constitution:**

The constitution has been reviewed and changed. Gill to follow this up so that we have an updated version as a group.

### **5 Any Other Business:**

5.1 The websites of all GP surgeries in Trafford are being changed centrally. When the new site is set up Pam asked for volunteers from the PPG to use the new site and see how effective it is and whether any modifications are needed and Rod Tattersall agreed to do this.

5.2 Two new reception staff have been taken on using the National Apprentice Programme. Pam had multiple applicants and it was looking to be a very positive move.

5.3 There had been a Cardiac Risk in the Young Assessment day held at Conway Road Medical Practice on January 18-19<sup>th</sup>. 200 young people were screened which involved ECGs, echocardiograms and a General Practitioner consultation. Four people were identified as needing further follow up and the family, whose son had died doing the Wilmslow Marathon, had raised the money for the event to take place. The son used to attend Conway Road Medical Practice. The event had been advertised at Brooklands Sports Club, where their son had been a member, and then open access to others to fill the places.

5.4 The food bank at the Practice was still running. The group will mention this in the next newsletter and Jean will go on the website to find what items are in great demand in the month of March so that they can be advertised to the Conway Road Medical Practice patients.

5.5 There was a discussion about a book bank but there were some concerns as to health and safety so the matter was put on hold.

**Date of next meeting of the PPG: 27<sup>th</sup> March 2019 at 6.00pm at the Conway Road Medical Practice**

**The meeting closed at 7.00pm**