

# Conway Road Medical Practice

80a Conway Road Sale Cheshire M33 2TB

## PPG Minutes

### Attendees:

Dr Julie Hobman, (GP Partner) Pam Wilson(Practice Manager), Tracy King(Assistant Practice Manager), JP, HS, AG, ST, AB, MR, JK, LL.

### Apologises:

LS, EL, IL

#### 1 – Welcome and Introductions

Many thanks for all who attended. Introductions made.

#### 2- Aims and objectives of PPG

Our aim is to re-establish the group after the covid break.

#### 3- Recruitment of new members

We discussed the goal would be to recruit a more diverse range of members. It was decided that we would have a push for new members. TK will set up a text and release to all pts over 16 years old to invite to the next meeting (dated below) LL mentioned on working with the local food banks they have seen a high number of single middle aged males attending increasing. Can we reach out to this group of patients?

#### 4- Introduction of new online system

PW and TK explained that we no longer use AskmyGP, this was following feedback from both patients and staff. Our new online system went live on the 4<sup>th</sup> April and has proven successful with patients so far. We have a contractual agreement to offer this to our patients. We did have a blip with patients being able to book a face to face appointment via patient access/nhs app – TK reported this is now resolved.

#### 5- New style appointment book

PW informed we have returned to a pre covid style appointment book. This involves a range of appointments being available. Prebookable telephone and face to face appointments, on the day telephone and face to face appointments and the additional of appointments to support the online requests received. Since the 4<sup>th</sup> of April launch, we have had a vast number of availability and the new system is proving to be a big hit with patients and staff.

Tel: 0161 973 1151

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The question was raised why we are unable to take prescription requests over the phone. PW clarified to avoid mistakes and for audit purposes we offer patients numerous ways to request a prescription: via email, through our online system, by contacting their pharmacy or by attending surgery and completing a form/posting in the box. We of course will accept requests over the phone for housebound patients and if an agreement has been made with a clinician that is documented on a patients notes. Also, the phone lines would be inundated.

## 6- Defibrillator

PW opened discussion on whether the PPG would be interested in potential fundraising to install a defibrillator outside of the surgery for general public use. We have a defibrillator in the building but could an outside one be beneficial to the local community? Boundary House Medical Practice has a PPG who raised funds to have one fitted outside. Would our group want to contact and obtain advice and information from their PPG? Could this be a potential project for our PPG? Raise funds/ donations?

## 7- Patient talks

TK asked the group for their opinions on patient talks that were held previously at the surgery. All members felt these were beneficial and would be interested in these commencing again. Good feedback regarding womens health, migraines, HRT talks attended. Should we look into starting these talks again? PW/TK to liaise with Hayley from Oaklands to look into this. Suggestions for future talks include the above topics and also asthma, carers, mental health, MIND, young peoples mental health, ethnicities and community social care. Could we use the patient talks to promote the PPG?

## 8- Completed works within surgery

PW/TK updated on the recent drain issues and the work completed to hopefully (!) rectify the longstanding problems.

## 9- Suggestions and comments from members / 10- A.O.B

Relaunch the surgery newsletter – Virtual PPG meetings for patients who wish to be a part of the group but are unable to attend? PPG email only members – who will receive the agendas and minutes and make comments/suggestions? Should we have a suggestions and comments box? (we do display a poster asking for any suggestions) Should we organise a coffee morning? How can we involve younger patients? The surgery website – Should the GP information be more personalised? GP photos, interests, specialisms (TK has emailed all GPs for their input) Update to nursing profiles (TK has made these amendments) TK has worked on the website since the PPG meeting, making this even more user friendly where possible.

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LL commented on the transfer process from the closure of Derbyshire Road South Surgery. This transfer was handled by the CCG and not Conway Road who informed all the patients of where they were to transfer and how it would work. PW/TK listened and noted LL thoughts on how could Conway Road have sent a welcome text/letter to these patients. We do have a welcome text/letter for newly registered patients that is sent upon registration however, the transfer was handled by the CCG who advised us they were handling the transfer.

We advised the group how we now have 11 GPs, (2 of whom are currently on maternity leave) and just under 13,000 patients. We are ever growing and are hoping that once the dental team vacate their rooms we are able to expand into these after refurbishment.

Should we introduce a childrens table again? Could we offer quiz sheets for older children? We have had these previously but due to infection control during covid – this was stopped.

It was decided that we would wait to confirm the chair of the group until the meeting due in October to allow for new members to join following the text push from TK.

All patient members present consented to having their email address being added into a PPG group email and the other members being able to view these. (TK will monitor with any members not present)

We ended the meeting with information provided by members of local walking groups and activity groups that we know.

**Date of next meeting: Thursday 21<sup>st</sup> July 6.30pm**

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