

# Conway Road Medical Practice

80a Conway Road Sale Cheshire M33 2TB

## PATIENT PARTICIPATION GROUP

30 OCTOBER 2018

### MINUTES OF MEETING

ATTENDEES: DR GREG HYNES (GP), MRS PAM WILSON (PRACTICE MANAGER), MRS GILL TIERNEY (RECEPTIONIST) PLUS APPROX 60 PATIENTS OF CRMP (54 SIGNED ATTENDEES)

APOLOGIES RECEIVED FROM 8 PATIENTS

MEETING OPENED 18.15

Welcome and thank you for attending from PW.

Aim of the meeting is to relaunch and revitalise our current Patient Participation Group (PPG). There has been a PPG connected to the surgery for approx. 10 years and the practice is extremely grateful for the current members for all their hard work and hopeful that they will continue as we endeavour to energise and bring in new ways for the patients to help the surgery improve.

The PPG is for the patients and we welcome ideas on how the practice can give better service to the patients

#### Newsletter

Currently the PPG produce a newsletter which is available in paper form in the surgery. It can also be available from the surgery website however it was pointed out at the meeting that this was not up to date. PW will correct this. Ideally the newsletter can be produced 1/4ly. The plan is that one page will be items relevant to the practice with the 2<sup>nd</sup> page being a generic 'neighbourhood' wide page. The 6 practices in Sale are trying to work more collaboratively together and as such we have all decided that a generic page in our newsletters will benefit all of us.

#### New Chair, Vice, Secretary

These positions need to be filled from patients registered at Conway Road and will form the leadership of a new core group of the PPG. One patient elected to take on the position of Vice. It was decided that a core group of patients will be formed from those who are willing and from there the elections of the 3 positions can be decided. Ideally the core group will be a representative of our patient population.

Whilst the 3 staff members from CRMP are available to liaise with the PPG it is essentially a patient led group. It was agreed that the Chair would liaise with PW initially.

#### Formation of Joint PPG with Central (Sale) surgeries

As mentioned earlier the Sale practices are now working more closely together and the plan is that the PPG of each practice also start working together. Recently a joint PPG meeting was held and it is proposed that the Chair and one other from each surgery PPG meet up maybe every 3-6 months to discuss joint ventures. There is a planned joint evening on Cancer Awareness in March 2019. This joint PPG will also work together on the generic pages of the newsletters

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### Patient Education Evenings

The surgery has already held one successful evening on Women's Health. There is a further one on Men's Health in November and a 2<sup>nd</sup> Women's Health in February 2019.

Ideally the PPG can take over the running of these evenings, maybe speaking with patients to find out what topics they would like to see

### Ideas arising from tonight

- A Closed Facebook group
- Need to make the PPG more obvious –
  - advertise the new newsletters when available
  - a PPG noticeboard
- PPG representatives talking to other patients in the waiting room to encourage involvement, find out their needs/suggestions
- PPG target maybe Saturday morning/Late Wednesday evening surgeries to target other patient demographics ie younger patients etc
- Maybe go along to the Trafford Hub appointments – joint venture with joint PPG? – to enlist participants/engage new patient ideas.
- Group volunteers – those patients interested in being involved but haven't the capacity to be a member of the core group. Willing to help on some of the events
- Noticeboard run and maintained by the PPG with local services available
- Newsletter available in the libraries

### Questions raised

- Website – can the meeting minutes be accessible on the website? – Yes they will be posted once approved.
- Google reviews – not good. GH explained how the practice is unable to redress google reviews, some are not even relevant to the practice, aimed at the health centre. NHS Choices reviews are more accurate.
- What response does the practice receive from patients about service? Usually 3-400 text review/month arising from 2400 appointments. Some patients do not get the option to complete the surveys as they are run through mobile telephones connection plus if the patient is a regular attender there is a time limit ie 1 text / month regardless of how many times the patient attends. A patient commented on how small the response was.
- How many patients are registered at the practice? Over 8500 patients. It was noted a large segment of patients were not represented this evening at the meeting.
- Who was invited to the meeting – PW sent texts to all patients 18y+ and added to the website. Concern raised that no young people attended this evening. This led to the ideas above on how to engage younger people although GH did express the difficulties with engaging young people at any time
- Can the surgery have a resident phlebotomist? There is a hope that soon with collaborative working amongst the Sale practices that we can try and secure phlebotomists in the practices.
- As tonight's meeting is not an exact representation of the surgery population, could a different meeting time encourage this? It is entirely up to the patients and the core group when and what time the meetings are held from now. It may be that going forward the meeting times are alternated between afternoon and evening to allow better access

#### Way Forward

PW asked all the attendees to consider being either part of the core group or the wider support group. If they did not wish to be involved in either to make themselves known. In the end there were no patients who did not want to continue to assist the PPG and the surgery.

14 patients elected to be a part of the core group – these will be contacted shortly to arrange a meeting to move things forward and elect officers.

7 patients agreed to be 'occasional' help

The remaining attendees will be advised that the minutes are available on the website

PW closed the meeting by thanking all those who have attended and contributed.

MEETING CLOSED 18.55