

Minutes of the Patient Participation Group

Held on Wednesday 27th March at 6.00pm

Present:

Gill Tierney, the Clinic representative, Rod Tattersall, Lorna Scott, Chris Battle, Brian Searle and Jean Kehoe

Apologies:

Elizabeth Lamb, Damian Cooper, Joyce Pollard, Cath Carmody and Willie

1 Matters Arising from the previous minutes:

1.1 The Cancer Awareness event was not staged in March. The next patient education evening will be on Thursday 16th May at 6.30 and will be on the topic of "Managing Headaches".

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 and items for the next quarter were discussed. A copy of the newsletter included in the set of minutes.

1.3 The PPG are to be allocated half a board in the waiting area. Jean offered to make a header for the board. It was thought important not to clutter the board with information. The quarterly newsletter could be one of the features and the opportunity to make recommendations for the practice from the patients could be offered and this would be liaised through Gill. Thought the display should be eye-catching and regularly updated.

1.4 Having looked through the Home Instead Senior Care booklet it was thought to be unnecessary duplication to compile a separate list but it was necessary to have the brochures available to patients for them to take home and peruse. Gill agreed to order a supply.

1.5 Ideas for the next quarterly newsletter included:

- a Surgery closure times over the bank holidays, Easter period and training closures
- b More information on where the walking group go including past rambles and future
- c Vaccination programmes – possible mention of measles.
- d Food bank is still in operation. Gill to speak with their contact as to whether there are any specific items that are running low and these could be included in the newsletter.

1.6 Pam is to try and link us up with other PPGs for sharing of ideas. This is still on-going and links with other PPGs can then be arranged.

2 Missed Appointments Indicator:

2.1 This strategy appears to be working as the number has reduced from over 100 to 74 and so would seem to be having the right response.

3 Collecting ideas from younger patients:

3.1 Jean had collected data every Wednesday evening clinic and, as predicted, no one was willing to join the PPG group because of work/family commitments but everyone asked was very willing to fill out a survey sheet and these were passed to Gill to pass on to Pam, the Practice Manager. One of the patients was keen for their age group to have an evening walking group which would be possible in the summer evenings but there are logistics in arranging such an event as to what time, who will lead, qualifications etc.

4 Constitution:

The constitution has been reviewed and changed. Gill gave a copy of the new Constitution which is reviewed biannually.

5 Any Other Business:

5.1 The websites of all GP surgeries in Trafford are being changed centrally and should be in operation very soon. When the new site is set up Pam is to contact Rod Tattersall to see how user friendly the website is. This is still in the process of being sorted.

5.2 The food bank at the Practice was still running and collections were being made once or twice a week. Any specific requests from the Food Banks for items they are in short supply to be listed in the newsletter.

5.5 Lorna was asked, as she visited many other surgeries in the Sale area, what features we might adopt. She mentioned about the displays on the noticeboards and she was particularly impressed by Brooklands Medical Practice so Jean agreed to go and visit there and get ideas and feed them back to Gill.

5.6 Lorna also suggested a survey and Gill was going to show the form to the Practice Manager to see if this could be a good link to getting a comprehensive survey of all patients of the practice.

Date of next meeting of the PPG: 26th June 2019 at 6.00pm at the Conway Road Medical Practice

The meeting closed at 6.50pm