

Minutes of the Patient Participation Group

Held on Wednesday 26th June 2019 at 6.00pm

Present:

Gill Tierney, Clinic representative, Dr Greg Hynes, Catherine Carmody Rod Tattersall, Anne Brown, Brian Searle and Jean Kehoe

Apologies:

Helen Selwood and Pat Gardner

1 Matters arising from the previous minutes:

1.1 Unfortunately the Consultant who was going to lead the topic on “Managing Headaches” had an accident and so the evening had to be postponed.

1.2.1 The PPG now have their own board and thanks go to Gill and Lorna for arranging the other boards. Also there is now a table with colouring sheets and dot to dot sheets for children attending the clinic – crayons and pencils are collected from reception.

1.3 Food bank – Sue collects the items for the Food Bank that is in the clinic each week, very grateful and Gill is updated as to whether there are any specific requirements.

1.4.1 The link with other PPGs is still on-going.

1.4.2 Gill analysed the comments made from the survey carried out of “younger” patients attending the clinic. These were broken down into positives and negatives. The positives were that patients found the text messaging service very useful and the walking club was a positive although no one has come forward re leading the walking club on a summer evening. The negatives included that the toilets needed updating, parking was a problem, possibly less notes on the notice boards and confidentiality was an issue (although there is the possibility of having an issue dealt with in a separate area). The suggestion of music was discussed and it was thought that there may be an issue with licensing/copyright. More late night or Saturday morning appointments were requested and it was unclear as to whether Saturday morning appointments were available to be booked on-line – Gill to check on this.

1.6 Rod has liaised with Pam about the new website for all GPs and there were just a few tweaks needed.

1.7.1 The survey/suggestions from patients form to be updated and Gill offered to look into this. The Friends and Family Feed/Follow up suggested 97% of patients would recommend the practice which is good news.

2 Report by Dr Greg Hynes on the Care Quality Commission:

2.1 The Care Quality Commission is the independent regulator of all health and social care services in England and their job is to make sure that care provided meets government standards of quality and safety. Conway Road Medical Practice was last assessed in 2016 and given a rating of Good. In line with government recommendations, to check that standards are being maintained, the practice had a phone call from the CQC as the three year follow up and as all was good the practice will not undergo another assessment until 2021, five years after the previous assessment.

2.2 Dr Hynes also mentioned about the likely retirement of Dr Richard Clare from the Derbyshire Road South practice and the implications for this practice.

2.3 Park Runs were also discussed. These take place on a Saturday morning at Sale Water Park, Longford Park and Wythenshawe Park at 9.00 am. The Park Run at Sale Water Park is 5km whilst the others are 2km or 5km. Great Run Local also takes place in Wythenshawe Park at 9.00 on a Sunday and is for both 2km and 5km. Taking part rather than competing is the ethos. Patients are being encouraged to participate

3 Newsletter Items:

3.1 Educational events for the Staff of the practice to take place in both July and September.

3.2 Encourage patients participation in the Walking Events and the Park Runs with dates and times. Could also include where the Walking Group goes on their rambles.

4 Any Other Business:

4.1 The Bread and Butter Club works similarly to the Food Bank but you have to register for either a £7.00 or £14.00 bag of food. The foodstuffs are provided by supermarkets and the Club is at St Francis of Assissi Church, Budworth Road, Sale, M33 2RP and the contact text number is: **07860 063 256**. You then provide yours full name, postcode and the name of your hub (St Francis) and the organisers will get in touch. Texts are sent out on a Monday asking if you require items and these are delivered to the Church and can be collected on the Wednesday at about 1.30 – but check the website

Date of next meeting of the PPG: 16th October 2019 at 6.00pm at Conway Road Medical Practice

The meeting closed at 6.50 pm

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