

Minutes of the Patient Participation Group

Held on Wednesday 5th December 2018 at 6.00pm

Present:

Pamela Wilson, Practice Manager, Gill Tierney, the Clinic representative, Catherine Carmody, Bill Harris, Rod Tattersall, Jean Kehoe, Damian Cooper, Lorna Scott, Chris Battle, Brian Searle and Chris Boyes

Apologies:

Elizabeth Lamb, Ann Griffiths, Helen Selwood and Olivia Wilson

Welcome Address:

Pam welcomed the committee and encouraged us to introduce ourselves to the group and then proceeded to give a resume of what has happened with the group in the past and welcomed new ideas.

Resume of past PPG events:

1 There have been joint meetings with other PPGs in Sale which aim to share ideas and possibly joint events in an effort to try and avoid duplication of ideas and aim to benefit the whole of GP practices in Sale. At the last meeting a gentleman had offered to possibly give a talk on Cancer Awareness in the New Year which would possibly be held at the Life Centre but this has yet to be confirmed.

2 It was thought that there should be more awareness of our own PPG volunteers. After the last meeting a list had been compiled of volunteers who were willing to help on an ad hoc basis with fund raising and other activities which would require more people. The aim of the group is to improve our practice.

3 The Newsletter appears to have died a death. This consists of one side being generic to all the PPGs in Sale, whilst the other is particular to Conway Road Medical Practice. A list of items that could be included were:

News about the last three months events including the flu clinics, the two education evenings, the success of the Food Bank and Christmas opening hours of the Medical Practice along with Pharmacies over the holiday period. The Newsletter could also include information on the events in the next three months in which other education evenings were to take place and screening procedures. The letter could also, given space, give information of the Walking Group which meets

every Wednesday at 1.30pm. A list of local groups or their web sites in the area, such as luncheons, play groups, dementia memory cafes, mother and toddler groups etc might be useful for new comers to the area and the WOW booklet information was mentioned in this regard. A reminder to patients to inform the practice if they have changed their mobile telephone number would also be useful to the administrative staff. The newsletter could be a calendar of events for the next quarter period.

4 It was felt that there was a need to address the issue of fair representation on the PPG of all the demographic groups using the practice, in particular families. It was appreciated that having a meeting at 6.00pm was not ideal for families and it was thought appropriate that we have meetings that could accommodate this particular group – perhaps in the afternoon – before the school run. It was also suggested that perhaps a survey could be carried out by PPG members, when a surgery was taking place, as to this particular groups concerns or ideas for the practice. A suggestion box was also thought to be maybe useful.

5 Several members did not know of the web site address or that there was a newsletter so it was thought that possibly patients could be made more aware of these. Publicity of events and of the website and newsletter might highlight these issues

6 Another idea was that all notice boards should be brought up-to-date with correct information available for patients. A community noticeboard, if there is room, would be useful but would need to be updated. Could list information that would be useful for health and well- being and a list of what is on and where locally would be useful for new patients to the practice.

7 The group members agreed to share their contact details so that minutes of the meeting could be forwarded/posted to them and this was collated and updated.

Date of next meeting of the PPG: January 23rd 2019 at 6.00pm at the Conway Road Medical Practice

The meeting closed at 7.15pm