

Minutes of the Patient Participatory Group (Conway Rd Medical Practice) 19/01/23

Attendees: Dr J. Hobman (GP Partner); Tracy King (Assistant Practice Manager); Lily (chair) Imelda (vice chair) Pauline (secretary) CE, JK, AB, MK, BW

Apologies: BC, HM, SG, CR, DL, AG

1: Tracy K. welcomed everyone; followed by apologies.

2: Tracy K. welcomed Tracy Clarke and Natasha from the GMICB who were our guest speakers to discuss the urgent care services whose aim is for fair and accessibility for all.

A little history was given on how this was set up in July 2022 and had been merged with other areas, while maintaining local areas. The fair and accessibility plan aims are so everyone will be given the same service regardless of age; race; orientation; religion etc. This includes working with partners as well as the service user including the many different communities we have in Trafford, to see how it is currently working. This will also include existing data; actual data from patient engagement and what it could look like in the future.

Tracy C. and Natasha involved the group in an exercise to get a feel for how things are and of patient experiences. These included using text messages for cancellations; being aware of there could be variations of standards and goals in different areas, therefore needing a national standard. There has been some confusion between the MyMFT app and other similar apps. The 111-service tended to show that most people had found the phone method very good even though there was still a long waiting time. However, the online service of 111 was generally poor. Further questions were about how easy it was to get same day appointments and opinions on Pharmacies. These were good and variable respectfully.

Walk-in centres and urgent treatment centres was discussed next; with clarification given between the meaning of the two and other names given such as 'minor injuries.' The difference being a walk-in centre/minor injuries centre or department is 'nurse led'. An urgent treatment centre/department is Doctor led. The walk-in department at Altrincham Hospital hasn't re-opened since Covid due to not enough staff being available. It is currently suspended.

It was also agreed there could be some confusion on whether to contact the 111 service, or go to a walk-in centre/urgent care centre.

When discussing A & E, it was agreed that it should be just for genuine emergencies and not for injuries that could be treated at home or with advice from a pharmacy. Lily stated that over the years people had become less aware of how to treat simple injuries and know basic first aid compared to the past. Group members agreed that they would most likely go to their nearest hospital in an emergency if needing to go and travel themselves to Wythenshawe Hospital. Trafford General Hospital does not have an A & E dept.

3: An unanimous approval was given for Lily to be Chair of the group; also for Imelda as Vice-chair. Pauline confirmed she was still happy to be Secretary.

4: The LGBT - Pride in Practice have been given a Gold award which is great news, this is recognition for the inclusivity and work the surgery has produced whilst being assessed. The award is proudly displayed on the wall behind the reception desk.

5: The next Patient Talks meeting is on the menopause and takes place on Tuesday 24th January. Members of the PPG have been asked to attend if they are free to promote the group. Pauline and JK said they would do their best to attend.

6: Defibrillator: No further update or response as yet. Dr Hobman has made contact with NHS Property services and is awaiting their response. CE who is experienced in the checking and maintenance of defibrillators, made the suggestion of promoting the need for this and asking patients (but only if they can afford it) to donate £1 towards purchase, something the group were unsure of but open to. If buying outright a battery lasts approximately 4 years, with the pads when used replaced straight away.

7: The next meeting was agreed for 20th April 2023 at 6:30pm

8: A.O.B CE gave positive feedback for the way the Practice has developed, this feedback has been shared with all the staff who are grateful their hard work is not unnoticed..

Pauline (Secretary)