

Patient Participation Group Meeting Minutes

Wednesday 13th December 6:30pm 2023

Present: TK (Assistant Practice Manager); LL (Chair); IL (Vice- Chair); PR (Secretary); CE; MW; JL; MY; BW.

The minutes from the last meeting held on 16th October were approved. Thanks were given to PR for the newsletter.

A warm welcome was extended to our new member MY who gave an interesting and fascinating account of his job experiences. MY is currently working in promoting healthcare with service users with long term conditions. This includes promoting and giving advice in preventative self-care with diet and exercise. MY is also involved in various projects such as catering for the needs of Somalian women and has been instrumental in the promotion and set up of a dance group to encourage exercise and cultural identity.

MW was concerned about how the NHS will cope due to being at full capacity. TK said that a lot of the current outstanding problems are still due to the Covid pandemic and the issues and backlog this caused.

LL reiterated that we need to encourage service users to be more responsible for their own health. JL added that the service users of Conway Rd are very fortunate in that we can actually get to see a GP, and gave an example of a friend who was not so fortunate.

The Men's health awareness evening went well with 39 attendees. Sadly there were no takers to join the PPG.

IL mentioned that it was a surprise to find out that the PSA test is not definitive, and that there should be more known criteria around the condition. There is a higher risk in men of a black ethnic origin, overweight or obese and those we have a family history of prostate cancer. These elements are taken into account. There is currently no national screening programme for prostate cancer in the UK because the PSA test is not always accurate.

LL said that it would be beneficial if men had more of a voice; there is currently no screening programs like there are for women.

The Conway Rd Facebook page which is currently run by an independent company is not going as well as it could be. TK explained this had been promoted on the M33 Facebook page. We discussed this further and agreed that any of us who use Facebook would go on to the Practice Facebook page and follow/share.

TK added that she has suggested to the GPs that we have a 'Meet the staff member" (with the staff member's permission); where they can maybe chat about their job and interests etc. So far this has had no takers but Tracy will still try and persuade them as it would be good for the patient/staff relationship.

The survey has been put on hold at the moment due to everyone's commitments. We are looking at who the different cultural populations are on our database and working out a way of reaching out to them and finding out what they would like.

Further discussion on progressing with The Wall, with LL encouraging those with a variety of different skills to participate. The area near the window with leaflets is dated and in need of being

more visual to patients. Because it is tucked away and not immediately obvious, this area needs to be highlighted. The leaflets themselves need also to be checked to see if they are in date and still apply. It was agreed that this would be an additional project, and interested parties would meet on Wednesday 10th January to do a 'walk through' to discuss how to move forward with this.

Discussion was raised about the TV again and the best way we could use this for information for patients etc. TK suggested a memory stick with material on suitable for broadcasts as a cost effective way of engaging with the patients as well as giving information. This was met with approval. It is believed that no license would need to be purchased for this option.

Mention was made of a children's play area. TK stated that this has been removed due to infection control issues and it would be unlikely that a way around this could be found.

Next on the agenda was calendar dates for the health education talks. Ramsey who have been leading these suggest the topics to host based on consultant availability. On offer is menopause; diabetes; dermatology and skin cancer; men's health and orthopaedics. option of patient choices. Topics members would like to see is bowel cancer; ADHD and autism (the latter TK has been struggling to find an organisation willing to give a talk). It was agreed that with the option of patient choices, all options should be on the table with acknowledgement that patients would consider travelling distance as criteria when choosing. TK has discussed this with the GP Partners who have confirmed that this service has been commissioned for many years and to reassure the group that the GPs will always consider of patient choice. It is worth noting that only certain services have this facility.

IL highlighted the free service by Cookson First Aid. They are around an hour long and give free training and talks. CE added that the North West Ambulance service also do free training as well, but you do have to book in advance. This is a good plan B

TK was pleased to inform us of the winter access scheme. This is by referral only, to see a GP and benefits those in particular who are working and can't always get time off to see a GP. The service is from 10:00am until 10:00pm and is based at Trafford General Hospital. The scheme runs until the 31st March 2024.

The dates for next year were agreed as follows:

January 10th	Leaflet walkthrough area project (for those who are interested)
February 15th	Meeting following walkthrough
March 21st	Quarterly Meeting
June 20th	Quarterly Meeting
September 19th	Quarterly Meeting
December 12th	Quarterly Meeting

TK thanked everyone for attending.