



# Patient Participation Group (PPG)

Patients, Carers and Staff working together to develop and improve the practice

## Meeting Minutes

<b>DATE:</b>	<b>Monday 4<sup>th</sup> June 2018</b>
<b>TIME:</b>	6pm
<b>LOCATION:</b>	FMC Seminar Room
<b>PRESENT – Staff</b>	Dr Suzie Henstock – GP Partner Karen Jones – Practice Manager – Apology received Charlotte Suddards – Medical Receptionist
<b>GUEST(S)</b>	Interpreter for SG
<b>PRESENT – Patients</b>	12 patients invited to attend and attended JB,SG,SP,SI,AR,LF,JH, KA, JM Apologies sent by: JH, AC Non attendees: <i>For confidentiality reasons patient names will not be shown on the minutes</i>
<b>Minutes take by:</b>	Charlotte Suddards

**( ) letters shown in brackets relate to handout pack sheets**

### 1. Welcome

This is our **27th** Patient Participation Group meeting. Update on numbers we have 39 Virtual Members and 12 Group members.

### 2. From last meeting

PPG meeting minutes dated 05.03.18 were approved by the group.

Feedback from VRG to the Partners.

### 3. Agenda for this meeting

#### Members update

It's with great sadness that KJ informed members of the PPG meeting last week that GC had sadly passed away after a short illness. GC made a number of contributions to our meetings and was one of our founding members. A card was sent to the family by KJ from the PPG members

JH – letter received stating that she wanted to resign/made herself redundant from the meetings. JH always brought her sense of humour to the meetings and will be missed, again a member since the beginning

DC- has moved on to pastures new and sends his regards but not able to attend any future meetings

All sad news but good news today we welcome 2 new members who have transferred from the VRG to our Group meetings. SI welcomed both KA and JM

### **Patient News Letter**

A huge thanks you to SP for supporting the Practice with the spring edition of a Newsletter – this is available now in surgery and a copy was handed out in the meeting. Any new items were gather and passed to SP for the next edition

### **WHGP/FMC update**

The decision has been made official to the CCG that both Practices intend to merge next year. We are currently working together to prepare an action plan with dates/times of significant milestones. We have engaged with the CCG comms team and our first meeting was on the 31.05. We would want both PPG groups to be involved in the best way to communicate this information to the wider public. No feedback at present as KJ on annual holiday

We also held out 1<sup>st</sup> target training meeting on the 24<sup>th</sup> May – which was very successful. Staff from both sites met and was able to air any questions they had.

SI commented that the merger seems to be a lot more focused on service and that everything is being considered a lot more.

JM raised concerns over appointments and would the number available decrease / would you have to go across to any site? SH advised no plans in place as the moment

LF asked is the telephone numbers would remain separately or change to one central number for both practises – SH advised again we aren't are the stage where that has been looked into.

SP would like to know more about WHGP also. SI also queried what type of service do WHGP offer.

### **PPG Update**

The idea moving forward would be to merge both PPG groups. No real plans in place but both KJ/Business Manager from WHGP/CCG have discussed that idea that maybe the next date of the PPG to be held in September which would be a joint affair?

JB raised concerns over the large volume of representative which would then be on the PPG.

No objections from any members – It was discussed that it maybe easier to do more of an open adgenda rather than a listed one.

AR – A joint meeting could only discuss the merger and look at how the merger would operate. LF questioned if 2 meetings could happen?

SI raised the question do WHGP have both a physical and virtual PPG? CS will raise this with KJ

### **FMC Staff update (CS/SH updated)**

DH still retiring end of August

HL our ANP has started her ML we also have SJ a Practice Nurse starting her ML in October

KR is leaving just completed her trainee post as ANP but wants to change her career path from Primary Care to a Secondary Care environment in Salford

We have a new nurse Shereece who started today (4<sup>th</sup> June 2018)

We have an advert out for ANP

MH started with us working as a locum to start Mon and Friday with a vision to stay perm. Also as part of the merger we have their ANP starting work with us in June every Thursday to help out/bridge the gap for the next few months

### **5. Any other business**

All members discussed the new phone message from SG. Members feel it is too long.

Could physio 1<sup>st</sup> message be put elsewhere? Could different query options be added to the line?

Door Numbers – SH advised that it is with TH and its still being looked into – not been forgotten about.

AR queried what Pharmacy to you do? CS explained it is a completely separate service and nothing to do with us.

KA – Raised concerns about an issue with her stoma and that the understanding of this varies in different GP's. Could there be more awareness of this and that appts may need to be extended? Possibly have a stoma nurse come in to raise awareness for staff? SH said it could be very useful and could happen in a weekly meeting or at target.

JM suggested the website could do with updating. Could specialist areas of GP's be added to both the website / newsletter i.e.: Which Drs do the Injections?

SG queried when the merger takes place where do staff that work at the practise who are also patients go? JM advised in a previous practise there was a specialist nurse / DR that staff could see.

**Next meeting planned for Monday 3<sup>rd</sup> or 10<sup>th</sup> Sept – To be confirmed with WHGP**