

**Patient Participation Group**  
**Meeting**

**Friday 15<sup>th</sup> September 2023**

**Chair: Dr A Raza, Jessica Priestley – Care Co-ordinator (minutes)**

**Attendees: JG, PB, KS, LG, SM, CP, JS, YR.**

<b>Previous Minutes</b>	Nil to discuss as this is the first meeting	<b>Presenter</b>
<b>Welcome to our new Patient Participation Group</b>	<p>Dr Raza explained while some of you may have been in the previous PPG, we are starting the group as brand new. The aim of a PPG is to give patients the opportunity to be more involved with the practice and a chance to make suggestions to help improve the practice. It also helps patients to find out more about healthcare provisions in the local area, and contributes to the NHS and wider community, and finally it's an opportunity to learn more about the NHS, GP Practices and Primary Care Networks.</p> <p>So, one of the first things Dr Raza discussed were the ground rules for the PPG meetings.</p> <p>Ground Rules for the PPG Meetings:</p> <ol style="list-style-type: none"> <li>1. PPG meeting is not a forum for individual complaints and personal issues.</li> <li>2. Silence indicates agreement – speak up if you would like your suggestions to be part of the discussion.</li> <li>3. All views are valid and will be listened to</li> <li>4. Open and honest communication applies to all</li> <li>5. Respect the practice and patient confidentiality at all times.</li> <li>6. Discrimination on any grounds will not be tolerated.</li> <li>7. No phones or other disruptions if possible</li> <li>8. Be flexible, as for help and support each other.</li> <li>9. Demonstrate a commitment to delivering results as a group.</li> <li>10. Try to start and finish meetings on time and stick to the agenda.</li> </ol> <p>The second thing Dr Raza discussed were the roles and responsibilities of a PPG:</p> <ol style="list-style-type: none"> <li>1. There will always be a representative of the practice in attendance, periodically GPs and the Practice Manager will attend, either in regular slots on the agenda or as and when requested by the PPG for specific items.</li> <li>2. The PPG will meet four times per year and will increase this when needed.</li> <li>3. PPG Members should elect a patient chair after the first or second meeting (we will aim to do this after the second meeting when more PPG members are able to</li> </ol>	<b>AR</b>

	<p>have attended). Having a patient who chairs the PPG meeting empowers the group to share their views and encourages co-production between the patients and the practice. The practice chair will manage meetings and is the main link between the patient group and the practice staff. The patient chair will set the agenda for meetings in liaison with a practice staff member (Care Co-ordinator). They will ensure all PPG members have equal opportunity to contribute to the meeting and ensure actions are recorded and steps are taken to implement them.</p> <p>4. The PPG should also have a secretary to take notes of the meeting – this will be Jessica – the practice Care Co-ordinator, as this will help structure the PPG meetings and its activities. The secretary will liaise with the PPG Chair to create agendas and ensure the group runs smoothly. The notes taken at meetings will be circulated to the full group including any action points agreed.</p> <p>We will provide all PPG members with a term of reference and constitution sheet once a chairperson has been elected.</p>	
<b>About us</b>	<p>Dr Raza explained that Peterloo Medical Centre consists of five GP Partners, two salaried GPs, four trainee GPs, two practice nurses, a nurse associate and two healthcare assistants.</p> <p>We are a training practice who train a number of GP Trainees each year, and also heavily believe in grow your own, for example our Nurse Associate Sue-Ann started at the practice as a Receptionist before progressing to a HCA and then completed a two year degree in practice to become a Nurse Associate who can now carry out Chronic Disease reviews, Injections, and in the next 12-18 months will also be able to carry out cervical screening.</p> <p>We currently also have three apprentices in practice – two in reception and one HCA apprentice.</p> <p>The surgery is also a part of the Middleton Primary Care Network consisting of seven practices across Middleton.</p> <p>We have access to the Primary Care Network Hub in Middleton Shopping Centre, where we can also offer access via the practice to Mental Health Services, Social Prescribing Link Workers, Phlebotomy Services, MSK Services and Art Therapy.</p>	<b>AR</b>
<b>Annual Patient Survey &amp; Local Survey</b>	<p>Jessica advised she was sure some of the group may be aware of the patient survey results which were released in July 2023. The survey was taken in January 2023 and was sent by NHS England to 324 of our patients. 103 patients responded to the survey. During the time of this survey the practice was extremely short staffed in all areas of the surgery due to illness or staff leaving. The practice did its best and managed to stay open during this whole period despite the struggle we were facing with that. Following the release of the results, we decided to carry out our own</p>	<b>JP</b>

	<p>local survey on patients coming into the surgery (whether that be for appointments, or queries, dropping samples off etc) to delve further into the issues highlighted in the national survey.</p> <p>One of the main themes of both surveys was getting through on the telephone. This is something that NHS England also identified as a problem across the whole nation. There were also issues with accessing appointments, however on our local survey we were also very surprised to see that almost 60% of patients were unaware of the different services available within Middleton that may be more appropriate to deal with certain medical conditions (e.g., eye, FCP, SPLW etc). There was also some strong feedback about patients not being able to get through or get a call back from our Prescribing Department.</p> <p>Jessica explained that following on from these surveys we held a meeting as a full practice team to discuss the issues highlighted and how we could change things to help address some of the issues such as a new telephone system, how to increase appointments, and how to increase patient awareness that not all problems are appropriate for a GP and how to increase awareness of online options. Some of the discussions are still ongoing for example changing our appointment system is an extremely large task so needs to be carefully designed before we can promote this to patients, but we will look to the PPG to assist us with that promotion for example by sharing Facebook posts, and time permitting by being in the surgery to help also promote the PPG to patients to join.</p>	
<p><b>New Telephone System</b></p>	<p>Jessica explained following on from the Patient Surveys and our practice meeting, one thing we firmly agreed on was implementing a new telephone system as soon as possible. We have chosen to go on a fully digitalised system. Now from reading online comments when news articles have mentioned this for GP surgeries it's become clear some patients (nationally not necessarily at our practice) are not understanding the meaning of a fully digitalised service and are under the impression it will be robots answering the telephones.</p> <p>It will still be our receptionists answering these calls; however, the new telephone system will offer new functions such as "patient call back" which will enable a patient who has joined the telephone queue for example at number 17 in the queue to press a button which will allow the phone system to call the patient back when they are near the front of the queue. The system will try to ring the patient back three times and if the patient doesn't answer, it will automatically send them a message to say that it had tried three times but was unsuccessful.</p>	<p><b>JP</b></p>

	<p>The system will have an unlimited queue system so no patient will experience the engaged tone once we have gone live.</p> <p>Internally the system is able to be monitored so that the management team can increase the number of staff able to answer the calls at busy periods and monitor any dropped calls. It will allow us as a practice to publish the amount of calls we have taken as a practice per day/week/month.</p>	
<b>New Practice Website</b>	<p>Jessica advised the practice has designed a new website which will be launched on Monday 18<sup>th</sup> September. It is more user friendly and will provide patients with more information and easier links to the online services we offer. We would be grateful if patients could have a look at the website before the next meeting and feedback anything they feel would be useful to have on the website.</p>	<b>JP</b>
<b>PATCHS</b>	<p>Jessica explained that PATCHS is an online service that we have started to use as a practice not just for non-urgent medical advice which has been running for over 12 months now, but also to contact patients electronically with clinical templates such as asthma monitoring, medication reviews, depression reviews, contraception reviews and also to provide information to patients who may have not attended breast screening or failed to return their Bowel screening kit. The GPs can also use PATCHS to hold a video consultation with patients.</p> <p>We are continuing to develop the templates we hold on PATCHS but the aim is to get most patients registered for a quick and easy way of contacting when telephone isn't possible (e.g., patients who work!)</p>	<b>JP</b>
<b>Going Forward with Meetings</b>	<p>Jessica advised going forward patients can email any agenda items they would like to discuss subject to the rules – i.e., no personal complaints or suggestions they would like to discuss which may help the practice.</p>	<b>JP</b>
<b>Macmillan Coffee Morning</b>	<p>Jessica informed the group that we are holding a Macmillan coffee morning on Saturday 30<sup>th</sup> September at our Over 65 Flu and COVID vaccine clinic. If you are eligible for the over 65s flu vaccine, why not come down and join us and if you have the time, you could help promote the PPG to other patients over a cup of coffee!</p> <p>😊</p>	<b>JP</b>
<b>Questions and Answers from the First meeting</b>	<p><b>Q:</b> Will the PPG minutes be shared with the partners?  <b>A:</b> Yes, all the partners will receive a copy of the minutes.</p> <p><b>Q:</b> if possible, could we meet somewhere quieter?  <b>A:</b> I have discussed this with the Practice Manager, and we will try to find somewhere quieter for the next meeting.</p> <p><b>Q:</b> Can we provide a copy of the both the national survey and the in-house patient survey to each PPG member?</p>	

