



# Hollinwood Medical Practice Patient Participation Group

## Tuesday 2<sup>nd</sup> February 2-16 6.30-7.45pm

### Hollinwood Community Room

**Attending:** Jenny Webster (Community Manager), Vanessa Morris (Admin Team Leader)  
AW, LB, PB, SJ

**Apologies:** SV, MB, SD, MB, VB-B

## Minutes

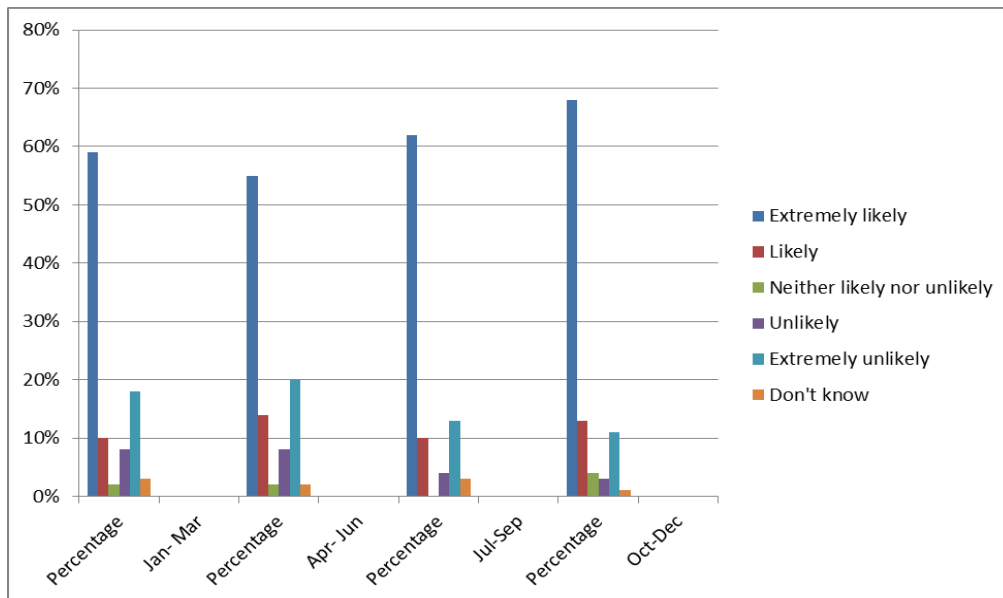
1. **Welcome**, introductions and apologies, confidentiality JW  
**PB** suggested that full names be used in minutes so other patients know who attends the PPG.  
JW to bring to next meeting for group approval.
2. **Surgery news** and updates – VM
  - **Staff and services** : Kay from the admin team has received an internal promotion and has moved to Hawthorn Medical Centre. Danielle on the Admin team will be going to University in March. We welcome Leanne and Karen to the admin team to replace them. Leanne has previously worked as a receptionist at our sister surgery on Fitton Hill, and Karen joins us from another GP practice.
  - **Missed appointments**. In January there were 160 missed appointments (Did Not Attend).  
☞The surgery will be writing to patients who continue to miss appointments and information will be put up in the waiting room so that patients are aware of the implications of not cancelling in advance.
  - **APMS Contract review update**  
The surgery is very grateful to the PPG members who came to help patients fill out their questionnaires from Oldham CCG. The contract renewal process is ongoing and following usual procedures
  - **Patient numbers**. The practice currently has 3400 registered patients. It continues to welcome new patients as the patient registrations are linked to the contract and will strengthen the practice for the long-term. There will be more advertising locally to encourage more patients to join the list. ☞Vanessa will also be looking at dates for the Hollinwood Festival and other advertising opportunities. Vanessa will bring a map of the boundary area to the next meeting.
  - **Communication progress** – Jenny has set up a chalk board easel in the waiting room to help give out patient messages and advertise the PPG. ☞Jenny also presented a draft newsletter to go in the surgery and to be emailed out to patients where we have email addresses.
3. **PPG Christmas event review** – use of funds.
  - The PPG Christmas event was a great success with a raffle, tombola, cake stall and craft activities and an appearance from Mickey and Minnie Mouse. There were many generous donations from patients, local businesses and the public and the surgery extends its thanks for these. The event raised £82 for the PPG to use towards further activities and patient funds, and more has been raised since to help fund the women and men’s groups which are being started by Lisa Chattington, our Focused Care worker.
4. **Future dates**  
In order to help with planning and recruiting members the group decided on the follow dates for future meetings:

Tuesday 8 <sup>th</sup> March	6.30-7.45pm
Tuesday 26 <sup>th</sup> April	6.30-7.45pm
Tuesday 7 <sup>th</sup> June	6.30-7.45pm

The group discussed an Easter coffee morning event (to be planned next meeting) and other ways to raise funds in the surgery.

### 5. Friends and Family Test Review.

Since Dec 2014 NHS England has introduced the Friends and Family Test to GP practices in England and Wales. Each patient should have an opportunity to give feedback after any consultation. This can be done by filling a card in and leaving in the box in reception, or by responding to the text messages sent out after an appointment. Jenny has been collecting and reviewing the responses given over the past year and presented the results to the group (See full F&FT report attached).



Main points to note in Oct-Dec 2015 period compared with rest of the year:

- There has been a steady positive increase in the percentage of patient satisfaction over the past 12 months.
- The most positively commented areas are staff attitude and clinical care
- Only 4 areas received negative comments, with the only rise in the no of comments regarding waiting times in the surgery. Vanessa acknowledged that the practice is aware of this and putting plans in place to do address this.

### AOB

**Early Help** : PB presented an Early Help leaflet which is a multi-agency service in use across Oldham. The idea is to provide health and social support to those who need it by giving one-to-one support focused on the person’s needs by looking at the whole situation. Hope Citadel is helping to support this. Patients can self-refer by calling 0161 770 6672 or speak to a member of staff.

**Book exchange:** PB asked if the surgery could run a book exchange or book stall for patients

➡ JW to speak to Lisa Chattington to look at practicalities.

The meeting was closed and everyone thanked for coming.

### Next meeting dates

Tuesday 8<sup>th</sup> March 6.30-7.45pm  
 Tuesday 26<sup>th</sup> April 6.30-7.45pm  
 Tuesday 7<sup>th</sup> June 6.30-7.45pm