

Hollinwood Medical Practice Patient Participation Group Minutes

Tuesday 23rd September 6.30-7.30pm Hollinwood Community Room

Attending: Sarah Clarke Practice Manager; Jenny Webster Community Manager (Chair); JK, MK, SV, AW, SD, RS, PB,

Apologies: RM, BC, Dr Foster

Minutes typed by Jenny Webster (please contact with any amendments)

1. **Welcome and introductions –**

JW welcomed people, thanked them for coming and outlined the confidentiality policy of the practice to keep details private. Minutes would show people's initials to guard confidentiality and the group were asked to respect each other's confidentiality in conversations outside of the patient group setting. The Patient Group is a place to share views and to give your opinions but it is also to be a positive environment where we can move things forward for the patient community. Anyone with any direct issues or complaints to make is encouraged to follow the usual complaints procedure given by the practice or to speak with Sarah directly outside of the meeting.

Jenny introduced herself as Community Manager with responsibility from Hope Citadel to run the patient groups across four surgeries in Greater Manchester.

Sarah outlined her role as Practice Manager and encouraged patients to come to her with any issues or problems with the practice.

Each person introduced themselves with a bit of their background, how long they had been at the practice. There was a wide range of experience and skills within the group.

2. **Surgery update – news and changes SC**

Sarah some of the staff and surgery changes which have taken place over the summer. She realises that there has been extra strain on appointments since the move, some of this is due to staff sickness or annual leave, but there are also new staff being put in place to cover the demand and to help ease pressure since an increase in new patient registrations since the surgery move.

Current Staff:

Practice Manager - Sarah Clarke

GPs: Dr Liz Foster, Dr Heather Connolly, Dr Haider Ali

Practice Nurses: Nicola Jeffs and Vikky Turner

Healthcare Assistant: Christine Burdett

Community Nurse – Josie Daines-Wright

Minor Surgery clinic – Dr Andy Elliott

Counsellors: Paula Parsons and Joanne Fidler

Reception staff: Sharon Richmond, Hayley Hill, Danielle Leedham

Admin staff: Gemma Briggs and Kay MCardle

Supported by Stop Smoking clinic, ADS Alcohol and Drugs misuse clinic also Benzodiazapine clinic and midwives onsite.

- The surgery is ready to start its annual flu clinics so please book in if you require a flu jab

Hollinwood Medical Practice Patient Participation Group Minutes

Tuesday 23rd September 6.30-7.30pm Hollinwood Community Room

- Other events the Patient Group can be involved in are a Christmas Carol Concert – JK suggested involvement in the local Christmas tree switch on which is opposite Clive Street and there was discussion around other Christmas events we could support
- Summer open day

Some questions/issues raised by the PPG: (SC had to leave the meeting so some questions weren't answered but JW to report back to the practice.)

- **Could there be more information about services available in the waiting room?**

SC confirmed that there will be notice boards with staff information and clinics being put up in the next few weeks. There will also be a TV installed in the waiting room with patient information on. This was next on the list after the move.

- **Street signs** – Patients have found it difficult to find the surgery and the car park in particular – SC confirmed this was in consultation with the Council.

- **Appointment availability** – Patients found it hard to get an appointment and felt they were ringing back quite a few times before they were seen. SC confirmed that she has increased the number of appointments available, and a telephone triage system has been introduced. This means that for urgent appointments a doctor will ring back the patient to be able to decide if they need to see them in surgery later on that day as appointments are specifically reserved for this. The surgery has also seen an increase in the number of new patients registering and so has added some extra appointments to help with this demand.

- **Sexual Health and CASH** – Could a drop in clinic run from the surgery so that local young people have access to contraception and advice? JW/SC to investigate possibilities

- **Reception safety.** JK suggested a poster could be put up behind reception with reasons as to why people have to wait for their appointments. She was concerned for the safety of the receptionists and has stepped in when she felt they were in a difficult situation with patients who had been waiting or struggled to get an appointment. – JW to take back to the practice

Joining up with other groups

SD asked if there would be a possibility of joining up with other groups to share experiences and information. – JW said that may be a possibility as time goes on.

- **Communication with patients:**

- Some patients had not been called for their **annual health review** for long term conditions and suggested that a note could be put on the repeat prescription to remind patients to book in during the relevant month. JW to take back to the practice

- **Patients liked the text messaging service** and were glad of a reminder 24hours in advance, and to be able to cancel by text too.

- The patient group was happy to be contacted by email where appropriate.

- JW reminded patients of the Facebook and Twitter sites for the surgery. This is a very straightforward way to get messages to patients who are part of these networks.

Hollinwood Medical Practice Patient Participation Group Minutes

Tuesday 23rd September 6.30-7.30pm Hollinwood Community Room

3. Outline of the group – JW

Jenny asked the group if they would be interested in making it more official, with a constitution which would allow application for grants etc, a patient chair and specific roles for patients. At the moment the group were happy to let it grow organically and see as time moved on if that was something they would like to do. To be reviewed at a later date as the group develops.

4. CCG Updates

The Manchester CCG is running a consultation called “Healthier Together” to discuss the changes to hospitals across Manchester. Patients are encouraged to take part in the survey available in surgery or online- surveys distributed There are also new services available from Mind – courses can be booked on a separate number. These have been very popular so far

5. Ichoosechange – JW

The surgery is taking part in a campaign across our 4 surgeries called “I choose to change”. Jenny showed the group a printout of the flyer and poster.

The idea is that while sometimes we can be overwhelmed by a big list of things we should change, if everyone chose to change just 1 thing we may start to do it. Patients will be asked to fill in a pledge card with their change – drop half of it in a Change Box on reception. There are also twitter and facebook pages set up for support and information.

The pledges will be collected anonymously then brought to the patient groups. Each group will then be able to decide what services we can produce to support people’s change pledges and develop some services to suit patient needs. This will be across surgeries so we will be able to draw on the experience and expertise across sites in moving the community side of the company forward.

As a warm-up everyone at the patient group was given 2 post-it notes. One was to be put on a larger piece of paper entitled “ If I could change 1 thing about my doctors surgery” and the other “if I could change 1 thing for me”. The results from this short survey were as follows:

If I could change one thing about my Doctors surgery...

Sign post to indicate the right direction x 2

Notify patients about groups and activities available to join

Availability of appointments

Continuity

If I could change 1 thing for me:

Exercise

Weight x 2

Get Appt for diabetes

Hollinwood Medical Practice Patient Participation Group Minutes
Tuesday 23rd September 6.30-7.30pm Hollinwood Community Room

More practise time for playing table tennis
Learn about my illness and how to control it properly
Learn to worry less

6. AOB

We will look at the beginning of November for the next PPG and then we hope to have some answers for the ichoosetochange and be able to plan for Christmas

Everyone was thanked for coming and the meeting was closed.