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|  | |  | | --- | | **Stonefield Surgery** | | Milnrow & Newhey Medical Centre | | Newhey Road, Newhey  Rochdale | | OL16 4JF | |  | |  | |  |

**Patient Participation Group**

**MINUTES of Meeting held on Wednesday 28th February 2024**

Attendees: Apologies:

Brian McGill Kenneth Hall

June Ghilene Marilyn Thompson

Karen Kelland

Liz Perryman

Neil Butterworth

Kay Harrison Philip Embley

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|  | **Discussion Item** | **Action/Resp.** |
| 1 | **Review of previous minutes**  Minutes of previous meeting passed as true record by Neil seconded by Karen.    Outstanding from previous minutes:   * *Presence of a Doctor at the meeting*.   No Doctor attended. Brian will email Jo Lees with his concerns   * *What are the possibilities of having a joint PPG with Milnrow Village Practice.*   June spoke to the Practice Manager at Milnrow Village Practice about  the request. Both Practice Managers to discuss whether this would be  a possibility. | Fact  Brian  Jo Lees/MVP |
| 2. | **New Member**  The group welcomed our new member Philip Embley onboard. | Fact |
| 3. | **Appointments**  There was an overall issue raised by all members of the time it takes to get an appointment. Majority had friends at MVP who in most instances can get an appt same day or within a few days. The group would like to know what the surgery doing about it.  Also, telephone slots – can they be more time specific i.e., within say 1 hour rather than anytime in the afternoon? What is the reason for this? | Surgery |
| 4. | **NHS App** – June promoted the NHS App again and informed the group about the benefits to the surgery of patients downloading and using the App to book Appts, request prescriptions etc., This would free up Admin time for the receptionists having to process prescription requests and also would massively reduce the waiting time on the telephones if they were to book appts online.  June informed the group of the NHS App Drop-in event held 14th February and the next one is 6th March. If any PPG members are available to come in between 10am - 1pm to drum up support and usher patients to the event room on 1st floor. | Fact  All |
| 5. | **Veterans’ Monthly meetings**  The Veterans get togethers are very well received. Our 100-year-old Veteran has informed us today, that he will be at the next meeting wearing his medals and wants to bring in his photographs to share with the group.  PPG members are welcome to attend, the next meeting is **21st March 1pm-3pm** | Fact |
| 6. | **Awareness Campaigns**  June is working with the GPs to promote any Awareness campaigns.  Breast Cancer Awareness Clinic – 12th March  Incontinence Clinic – 9th April  Prostate Cancer – date tbc    The Awareness events are discussed at the Practice Meeting for the month coming up as to which campaign to do for the coming months. These feature on the screens in the waiting areas, notice boards and on Facebook.  PPG to recommend to June any campaigns they feel would be beneficial. | All |
| 7. | **New Practice Website**  The practice has migrated across in line with the Network HMR (Heywood, Middleton & Rochdale) and all practices now have the same website set up. A massive amount of work has gone into adapting the website in line with our policies and protocol etc. Changes to the online registration and prescriptions are now available to request through the website.  June asked all PPG to review the website and feedback their thoughts.  There is a PPG page on the website. Here is the link:  [Patient Participation Group - Stonefield Surgery (stonefieldstreetsurgery.co.uk)](https://www.stonefieldstreetsurgery.co.uk/patient-participation-group) | All PPG members |
| 8. | **Friends & Family**  3 months of data below shared with the group.  January 22% Response Rate (1316 Appointments = 291 responses)  December 22% Response Rate ( 960 Appointments = 210 responses)  November 20% Response Rate (1340 Appointments = 270 responses)  KK felt that the response rate was good.  % DNA during January/February was 329 patients Did Not Attend.  This is far too high – work in progress to commence to reduce this.  **MORI Survey**  Is a national survey randomly sent to patients.  If PPG receive one, please complete and return it.  **PPG Patient Survey** forms are available in reception and responses logged on Friends and family. (Under Very Good/Good/Poor) | Fact  Surgery  All  Fact |
| 9. | **AOB**   * Copies of minutes to be available in waiting areas and on notice boards. * Practice Leaflet – to feature on PPG page on website. * Feedback from PCN to be shared with PPG. * Pts with Chronic conditions not receiving their call annually. How is this monitored and is further training required? * Request for GP to be at next meeting. (Very Important) | Surgery |
| 10. | **Date of next Meetings will be by-monthly**:   * Wednesday 24th April * Wednesday 26th June * Wednesday 28th August * Wednesday 30th October * Wednesday 18th December |  |