

# WALKDEN AND LH PCN

## PATIENT PARTICIPATION GROUP MEETING

The aim of the PCN PPG is to work together to improve access to services across the community.

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<b>DATE</b>	01.08.23	<b>TIME</b>	11am	<b>CHAIR</b>	Dawn & Hollie
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PPG MEMBERS			
Dawn – The Orchards	Hollie – Ellenbrook MC	Kevin – Cleggs Lane	Glynis – The Orchards
Derek - WMC	Marlene - WMC	James – WMC	

TIME	ITEM	OWNER
11am	Welcome and introductions	D & H
11.10am	<p>In depth discussion regarding the structure of the PCN PPG meetings and how the current set up is not working. Examples being lack of representation from practices, inconsistent staff attending and lack of minutes/completed actions from previous meetings. Members of the group felt it does appear as though practices aren't invested in this group or not as invested as they were when each practice had their own PPG. D &amp; H explained that all practices are invested. The idea to conduct the meeting on a PCN level was to bring all practices together and work on improving services for the community as whole. The intention of different practice managers was to have input from all practices. We all accept this has not worked well.</p> <p>The group agreed the following –</p> <ul style="list-style-type: none"><li>- To hold day meetings going forward, this can be reviewed in 6 months' time. The group felt that people may be unlikely to come to a late meeting after work, if they have children etc, this would also need to be considered going into the winter months with dark nights and bad weather.</li><li>- Meetings to be a maximum of 1.5hrs, any longer is too onerous to members.</li></ul>	D & H

TIME	ITEM	OWNER
	<ul style="list-style-type: none"> <li>- The group agreed to rotate the location between Walkden Methodist Church and the New Little Hulton Health Centre.</li> <li>- To ensure that members can join the group remotely to be as inclusive as possible. With the option of gathering opinions via email as well.</li> <li>- Communication needs to be improved via individual practices to members of the group.</li> <li>- Practices to ensure that at least one patient attends from their practice going forwards.</li> <li>- Signing in sheet – this will include first name, practice, and email address. The group agrees this can be shared after each meeting with the 9 practice managers, so practices are aware of who is attending. However, the signing in sheet will grow each meeting and regardless of attendance, any member on the sheet should receive the minutes etc.</li> <li>- Minutes must be received by members within a week of the meeting date.</li> <li>- Reminders for the meeting to be sent out 1 week before the meeting.</li> </ul>	
12pm	<p>Increasing patient engagement</p> <p>Practices will need to proactively encourage patients to attend. The group noted that not all practices have visible information about the group in the waiting rooms, though all accepted that there can be lots of info around.</p> <p>Once we have recruited more members, members of the group will revisit the idea of promotional videos.</p> <p>Professional marketing required.</p>	D & H
12.20pm	<p>Baseline Data</p> <p>The group discussed the different types of data available to review –</p> <p>Appt data – the group agreed this would be interesting to view and should be looking back at 12 months for the time being. This would illustrate practices increasing F2F appts versus telephone.</p> <p>Friends and Family Test – not all members were aware of this survey and had never been asked to take part. Explanation given. The group agreed this was useful.</p> <p>GP Survey – this is a national survey conducted by NHSE. The practices have no control of this survey or the results. This survey is used by CQC, CCG, NSHE to compare practices.</p>	All

TIME	ITEM	OWNER
	<p>We reviewed the most recent survey results for all practices. We didn't have time to review the whole survey due to the length, which the group agreed was very time onerous. After reviewing the first part in relation to communication and services it was clear not all practices have effectively communicated the services available. Some pts had no idea about evening and weekend appts, another thought the evening and weekend appts were still at Walkden Gateway and one patient had referred themselves to Go2Physio as they had no idea about the PCN physio service.</p> <p>This will be discussed with practices.</p> <p>It was then agreed that the PCN could complete a PCN wide survey that was much more specific and could be utilized effectively by this group and practices to make positive changes.</p>	
12.45pm	<p>AOB</p> <p>It was suggested that it would be informative to have a GP attend a meeting and discuss 'a day in the life of a GP'. This idea was agreeable by all parties and the practices suggested this could include all roles on a rotational basis including receptionist, pharmacists, nurses etc.</p> <p>It needs to be made clear what this group's aim is.</p> <p>Go2Physio – feedback, patient has tried contacting the number to rearrange and it is never answered.</p>	ALL

## ACTION LOG

DATE	ACTION	OWNER	DATE COMPLETED
20.04.23	Structure of PPG and functions (Terms of Reference) to be drafted – ask for TOR and redo	ZH	
01.08.23	Dates of meetings for the next 6 months to be reviewed and shared with practices and members	D&H	
01.08.23	Members to think about specific areas and questions they'd like to include in a PCN survey	Patient members	
01.08.23	Increase PPG engagement communications across the locality – practices to have at least one member attend the next meeting	Practices	
01.08.23	Practices to ensure all services are advertised within their practice – physio, evening, and weekends etc	Practices	
01.08.23	Professional marketing tools available to practices – ask PCN to support	ZH	
01.08.23	Feedback to CCG regarding the Go2Physio telephone number	Hollie	
01.08.23	Letter to be created that invites members to the meeting and asked them to RSVP	Dawn	
01.08.23	Create a signing in sheet and share with the 9 managers	Hollie	
01.08.23	Housekeeping to be added as a standing agenda item	D & S	

### Abbreviations

NHSE	NHS England - <a href="https://www.england.nhs.uk/">https://www.england.nhs.uk/</a>
CQC	Care Quality Commission - <a href="https://www.cqc.org.uk/">https://www.cqc.org.uk/</a>
PCN	Primary Care Network, this is our locality made up of 9 practices - <a href="https://www.walkdenandlittlehulton.nhs.uk/">https://www.walkdenandlittlehulton.nhs.uk/</a>
ICS/ICB	Integrated Care System, this is the Greater Manchester wide health system - <a href="https://gmintegratedcare.org.uk/">https://gmintegratedcare.org.uk/</a>
PPG	Patient Participation Group
FFT	Friends and Family Test - <a href="https://www.nhs.uk/using-the-nhs/about-the-nhs/friends-and-family-test-fft">https://www.nhs.uk/using-the-nhs/about-the-nhs/friends-and-family-test-fft</a>
Pt	Patient
Appt	Appointment
F2F	Face to Face appt
Tel	Telephone appt

