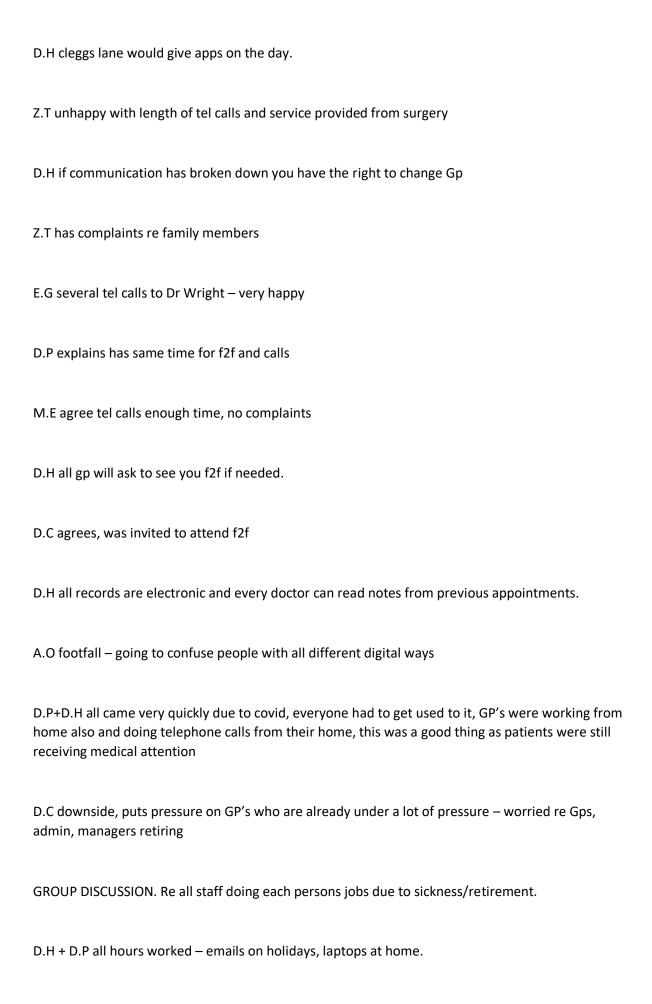
## PPG 15<sup>th</sup> December 2022

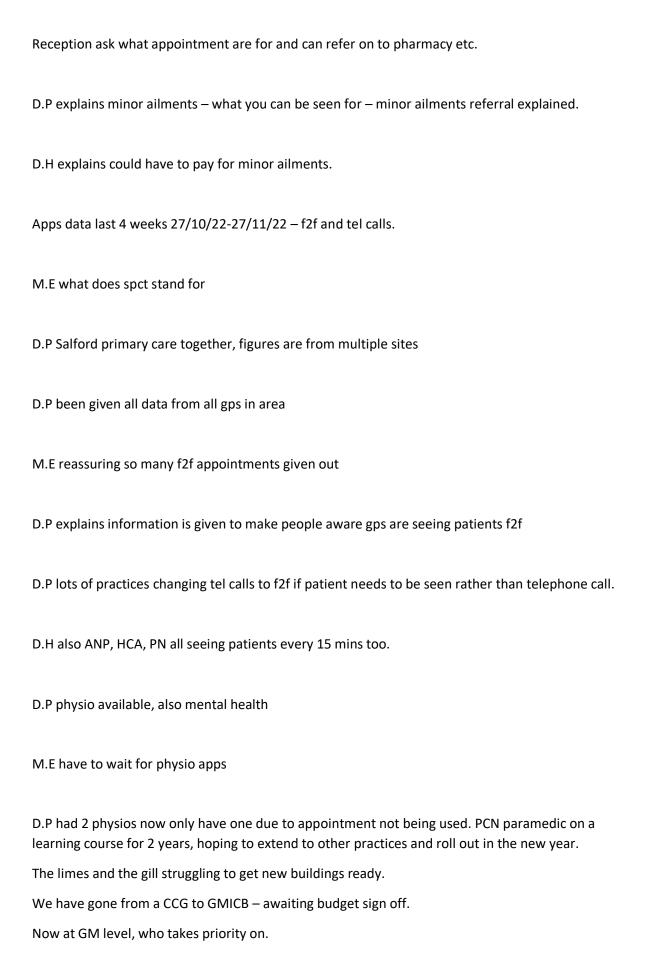
In attendance

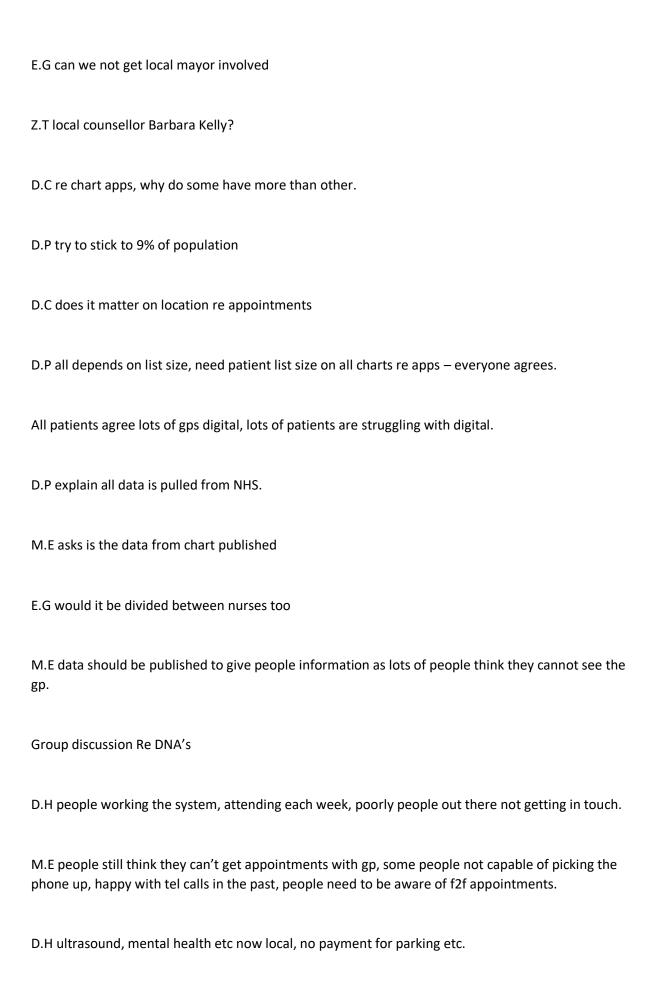
Diane Hook
Danielle Perkins
Harriet Kanes
Patients in attendance
Eric Gater – walkden medical centre
Aled Owen – walkden medical centre
Marlene evens – walkden medical centre
Derek Cummins – walkden medical centre
James Nutall – walkden medical centre
Zaha Torr – Manchester road east medical practice
Need wifi password for next meeting
D.C mentioned extended services LH extended access not stated where it is located, missing from previous minutes.
previous minutes.
D.C mentioned for all participants to have name tags
D.P still looking into posters advertising PPG – awaiting confirmation to get banners printed.
E.G asked if advertising PPG in local papers.
D.c say notices of ppg in practices aren't very well noticed
D.P lots of notices in waiting room not noticed.
D.C unless not been to gp for a while you would look.

M.E lots of people don't want to volunteer for ppg difficult to approach f2f for people to attend. A.O times agenda **WINTER PRESSURE** D.P explaining gp winter pressures, cold, flus, coughs, strep a. extended access – may be diverted to extended access. DP explained usually in gp house but now government changed to extended access for GP, HCA, pharmacist – looking into adding extra appointments during the day time (core hours) D.H explain all surgeries allocated certain extended access appointments each week. D.P if apps not gone before time of appointment can offer other surgeries appointment at extended access. M.E can you get f2f D.C GP app doesn't say f2f M.E is it just triage? Gp app – not sure if it can be f2f booked, long time to book – at least 3 weeks D.p worried over online triage app - people don't have access to internet - online apps not being released. D.C wanted f2f - no facilities on app to book f2f, most time tel call is adequate, but wants to be able to book gp f2f online via app. M.E says should say on app if you want f2f to select. D.C takes a long time to get through to book f2f M.E difficult to book f2f on app



M.E struggles working so many hours due to peoples health
D.H if more people attended ppg's would make more information accessed – need more posters as per beginning of meeting
D.P new building houses and apartments – no new surgeries being built.
M.e government pushed for new houses but no new gp practices.
GROUP DISCUSSION re extra buildings no space, boundaries for gp practices.
Z.T if gp near by and no space
D.P gp practices have to get permission from NHS England to close books, has to be if patient safety is compromised. Usually, can only close for 6 months.
D.H practices will have waiting lists to join but unable to refuse patients joining, special circumstances gps can refuse previous patients re-joining if gone through correct roles for patients to be removed from books and they want to re-join.
A.O my gp adverts for paid fees – not right
D.H my gp is sponsored through adverts
Z.T would adverts be spam?
D.H all verified and the only way my gp is paid for so patients don't have to pay for the app.
Winter pressures, increased demand, strep a extended access
Explained by D.H + D.P





E.H lots of local services removed and put back to the hospital, doesn't make sense.
D.H all pharmacist now in Gp practices.
E.G deaf patients need $f2f - a$ lot of people don't know this can happen, all patients need to know what facilities are available.
A.O gets partner to contact gp to book appointments.
D.H services you can text for deaf people to text and they will call and book appointments for patient.
E.G should be on notes for communication preferences.
M.E + E.G patients need to be aware
D.P all gps have on each patients records how to communicate – figuring preferences for each patient, possible text/email/letter
D.H can arrange interpreters, sign language, other languages etc
A.O communication pack for patients to point at pictures – not at walkden medical centre-been taken away
D.H explains what the communication pack is for and where it should be.
ANY OTHER BUSINESS
A.O patient expectations, ppg notes, what the ppg is
D.P patients used to take paracetamol for headaches, not patients are ringing gps with headaches before even taking paracetamol
D.H all staff trained in care navigation

M.E wont change people for calling gp/999 for things not really needed.
D.h explains care navigation.
E.G experience at walkden is fantastic, all patients from walkden medical centre agree.
D.P all care navigation if documented on patients file
D.H if some people have to pay they are not happy
E.G could this be taught in schools.
Date of next meeting?