

WALKDEN AND LH PCN

PATIENT PARTICIPATION GROUP MEETING

DATE	27.06.23	TIME	4pm	CHAIR	Kerry & Gemma
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PPG MEMBERS			
Eric - WMC	John - WMC	Patrick – Cleggs Lane	Sharon – Cleggs Lane
Olugbemiga - MCR Rd	Kerry - Dearden	Gemma – MCR Rd	Andy - PCN

TIME	ITEM	OWNER
4pm	Welcome and introductions	Kerry & Gemma
	Apologies: James - WMC	
4.05pm	Zain’s absence. Unfortunately, Zain is unwell and we are unable to contact him. This means we have no access to the collated baseline data or the Terms of Reference today. Would the group like to reschedule (we didn’t want to cancel) or our suggestion is to have a shorter meeting, focusing on patient engagement. Decision to go ahead with shorter meeting	Kerry & Gemma
4.05pm	Increasing engagement We followed up on the previous meeting and discussed using all forms of communication for the meetings, including Teams/Zoom, to ensure all groups felt included. To increase attendance, we will proactively market the meetings within the local community – libraries, schools, council buildings. All practices should have information leaflets available to patients who would be interested in joining the PPG. Clinical	Kerry & Gemma

TIME	ITEM	OWNER
	<p>staff encouraged to speak to patients after who might be interested in joining.</p> <p>All patients commented on the roll-up banners in the meeting room, and would recommend having one made with PPG information/ a QR code to sign up.</p> <p>It was suggested that we try to get an article in a local newspaper. LIFE IN Salford was mentioned, it was agreed that people found this magazine interesting. Some patients don't receive this by post, suggestion of contacting publisher to have stand at LH.</p> <p>An open day would be an ideal opportunity for patients to meet practice staff, and for practices to showcase the range of services on offer (Physio/ Mental Health/ Social Prescribers)</p> <p>Possibility of returning to practice based meetings, possibly with alternate dates with all practices involved. Meetings could have a different theme/ focus each time in addition to usual structure.</p> <p>Meetings could be split between daytime, evenings & Saturdays to allow more people to attend.</p>	
4:45pm	<p>AOB</p> <p>myGP – only allows maximum of 2 bookings, regardless of type of booking. Andy unsure if this is set by myGP, practice or national guidance. Will investigate.</p> <p>Text messaging to patients – reception & clinical staff need to be careful when sending generic messages to patients – need to be sure that the correct information is provided.</p> <p>Recognition that some practice reception staff go the extra mile to make patients.</p> <p>Comment that the vaccine service at Little Hulton was very well run.</p> <p>Comment that community diagnostic hub at Walkden Gateway very useful, saves patients having to travel to Salford Royal.</p> <p>Meeting ended 5:30pm.</p>	All

ACTION LOG

DATE	ACTION	OWNER	DATE COMPLETED
20.04.23	Structure of PPG and functions (Terms of Reference) to be drafted	Zain	
20.04.23	Dates of meetings for the next 12 months to be shared	Zain	
20.04.23	Compile a dashboard of baseline data to bring to each meeting	All practices	
20.04.23	Increase PPG engagement communications across the locality	PCN admin team	
27.06.23	Look into myGP appointment allocations	Andy - PCN	
27.06.23	Contact LIFE IN Salford magazine	Andy - PCN	