## Wolstanton Medical Centre Patient Participation Group



## Minutes of the meeting held on Friday 22<sup>nd</sup> November, 1:30pm-3:00pm

Present• John Maddison – Chair (JM)• Moira Hammond- (MH)• Leila Dakin – Practice Manager (LD)• Chloe Amphlett – LD Personal Assistant (CA)• Stephanie Kelly- Lease – Care Coordinator (SKL)• Megan Filcock – Mental Health & Wellbeing Coach (MF)Minute take CA	
<ul> <li><u>Apologises</u></li> <li>Sandy Turner – apologised ahead of meeting for not being able to attend- agenda points given to SKL to discuss in today's meeting.</li> <li>SKL going to ring all existing PPG Members to see if they still wish to be part of the group sessions and to offer alternative options for future feedback.</li> </ul>	LD/SKL
<ul> <li>Introduction/Review of minutes from previous meeting</li> <li>Introductions took place LD introduced the newest member to PPG meeting – MF. MF went on to introduce herself and her role within WMC.</li> <li>Each existing member went on to introduce themselves before meeting got under way.</li> <li>Previous minutes reviewed.</li> </ul>	LD/MF
<ul> <li>Patient Survey results &amp; action plan         Actions from patient survey were discussed- LD handed out survey results to discuss.         34 responses back from the survey completed 14<sup>th</sup> October – 25<sup>th</sup> October         Extended access – LD has source and extended access leaflet, looking at shorten this including relevant information for our practice, such as, what's it about? Who can be seen? Who works there? – will be added to social media, waiting area screens, website.         Improved communication - updates added to Facebook to keep patients in the know.         Initial Phone message Option has been updated to be able to cancel appointments via phone instead of speaking to a member of the reception team.         Job descriptions – CA currently gathering information for the website with Staffing titles and job descriptions.     </li> </ul>	LD
	<ul> <li>John Maddison – Chair (JM)</li> <li>Moira Hammond- (MH)</li> <li>Leila Dakin – Practice Manager (LD)</li> <li>Chloe Amphlett – LD Personal Assistant (CA)</li> <li>Stephanie Kelly- Lease – Care Coordinator (SKL)</li> <li>Megan Filcock – Mental Health &amp; Wellbeing Coach (MF)</li> <li>Minute take CA</li> </ul> Apologises Sandy Turner – apologised ahead of meeting for not being able to attend- agenda points given to SKL to discuss in today's meeting. SKL going to ring all existing PPG Members to see if they still wish to be part of the group sessions and to offer alternative options for future feedback. Introduction/Review of minutes from previous meeting Introductions took place LD introduced the newest member to PPG meeting – MF. MF went on to introduce herself and her role within WMC. Each existing member went on to introduce themselves before meeting got under way. Previous minutes reviewed. Patient Survey results & action plan Actions from patient survey were discussed- LD handed out survey results to discuss. 34 responses back from the survey completed 14 <sup>th</sup> October – 25 <sup>th</sup> October Extended access – LD has source and extended access leaflet, looking at shorten this including relevant information for our practice, such as, what's it about? Who can be seen? Who works there? – will be added to social media, waiting area screens, website. <ul> <li>Improved communication - updates added to Facebook to keep patients in the know.</li> <li>Initial Phone message Option has been updated to be able to cancel appointments via phone instead of speaking to a member of the reception team.</li> <li>Job descriptions – CA currently gathering information for the website</li> </ul>

	Actions	
	• Job descriptions to be added to the website, possibly in reception area	
	too to introduce Staff.	
	• Shorten the extended access leaflet – for easy accessible reading.	
4.	Telephone/APP and technology updates & issues	LD
4.	<ul> <li><u>Phone Lines - Initial Phone message</u> – Updated message, shorter and more to the point, with an added option to cancel or check an appointment. Check and cancel was added 9<sup>th</sup> Oct 2024- Advised as long as it's the patient calling they will be able to amend the booking-available 24hrs a day. This has been used 85 times since update which is positive.</li> <li><u>Waiting Area screens</u> – these have been updated and fixed – checked regularly to add new sources.</li> <li><u>Digital Champions</u> – Reception team undergoing training to be NHS App Ambassadors</li> <li><u>NHS App</u> – 60% of our patients are currently using the NHS app.</li> <li><u>SKL has added a note on to PPG members record to make it clear that</u></li> </ul>	LD
	they are PPG.	
5.	New Staff joining/leaving the practice	LD
	<ul> <li>GP's</li> <li>Dr Sneha Rathod is due to go on maternity leave end of November.</li> <li>Dr Ansuman Dikpati will be joining us full time from December to cover maternity leave.</li> <li>Dr Neil Amison is off until New year.</li> <li>REGISTRARS</li> <li>Current –</li> <li>Dr Samuel Falana – ST2 – will be with us until Dec 2024</li> <li>Dr Usi Chukwuma – ST2 – will be with us until Dec 2024</li> <li>Dr Katie Marino – ST3 – with us until Nov 2025</li> <li>Upcoming -</li> <li>Dr Paul Beaney – ST2 –Dec 2024 to Aug 2025</li> <li>Dr Kehinde Falayi – ST1 –Dec 2024 to Apr 2025</li> </ul>	
6.	Reports from any PPG associated activities	МН
	MH – attended IRGM 16 <sup>th</sup> September – 3 more will be added going forward Unwanted stoma items – Full listing to be sent by MH of what can be received. WMC to arrange collection with MH for drop off at Red Cross. Coat hooks have been purchased LD informed MH that these will be going up in the bathrooms.	
	JM still continuing to work with Keele	JM
	Actions	
	Put up coat hooks in all toilets	
	<ul> <li>MH to bring in new Stoma date poster</li> </ul>	

Ideas for PPG practice involvement	JM/MF
LD explained that as a practice we undertake regular quality improvement	
projects, and we would like to develop the PPG in 2025. LD has been in touch	LD/MF
with Jamie from Support Staffordshire who can support PPG to access funding	
and resources. Some ideas for 2025 were:	
Charity walks/runs	
<ul> <li>Community meetings at local churches St Andrews Church. MH going to</li> </ul>	
send details	
A separate PPG Notice board in reception	
<ul> <li>Friendship/volunteering groups</li> </ul>	
<ul> <li>Arrange quarterly/6monthly meetings with other PPG's in area.</li> </ul>	
<ul> <li>Recruitment poster (add to Facebook, tvs, waiting areas, notice boards)</li> </ul>	
<ul> <li>MF to look into what's local within the area for Christmas</li> </ul>	
<ul> <li>PPG accreditation – look what's available (any funding)</li> </ul>	
<ul> <li>Job centre – what support can they offer?</li> </ul>	
<ul> <li>Duke of Edinburgh Award, could the PPG support this?</li> </ul>	
<ul> <li>Keele students' project involvement</li> </ul>	
<ul> <li>Good neighbour – ask social services if there is anything in the area.</li> </ul>	
SANDY TURNER IDEAS (Sent in via email before meeting)	ST
Medicine Waste – SKL looking into a poster for unwanted medicines- LD advised to return directly to the Pharmacy.	51
Garden – ST asked would we welcome patient involvement- LD will add to the	
business meeting to discuss with partners.	
Concerned about the elderly – lack of options available about care, the increase	
in bills/no heating this winter. SKL going to speak with NF (PCN care coordinator)	
to see if help is available in the area – MF to look into activities support within	
the area (food banks, coffee meet ups, free lunches etc. )	
Date of next meeting – March 2025	