

Wolstanton Medical Centre Patient Participation Group



Minutes of the meeting held on Friday 22nd November, 1:30pm-3:00pm

	<p><u>Present</u></p> <ul style="list-style-type: none"> • 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) <p>Minute take CA</p>	
1.	<p><u>Apologises</u></p> <p>Sandy Turner – apologised ahead of meeting for not being able to attend- agenda points given to SKL to discuss in today’s meeting.</p> <p>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.</p>	LD/SKL
2.	<p><u>Introduction/Review of minutes from previous meeting</u></p> <p>Introductions took place LD introduced the newest member to PPG meeting – MF. MF went on to introduce herself and her role within WMC.</p> <p>Each existing member went on to introduce themselves before meeting got under way.</p> <p>Previous minutes reviewed.</p>	LD/MF
3.	<p><u>Patient Survey results & action plan</u></p> <p>Actions from patient survey were discussed- LD handed out survey results to discuss.</p> <p>34 responses back from the survey completed 14th October – 25th October</p> <ul style="list-style-type: none"> ➤ 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. 	LD

	<ul style="list-style-type: none"> • Arrange Stoma training with MH for the new year. 	
7.	<p>Ideas for PPG practice involvement</p> <p>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 with Jamie from Support Staffordshire who can support PPG to access funding and resources. Some ideas for 2025 were:</p> <ul style="list-style-type: none"> ➤ Charity walks/runs ➤ Community meetings at local churches St Andrews Church. MH going to send details ➤ A separate PPG Notice board in reception ➤ Friendship/volunteering groups ➤ Arrange quarterly/6monthly meetings with other PPG's in area. ➤ Recruitment poster (add to Facebook, tvs, waiting areas, notice boards) ➤ MF to look into what's local within the area for Christmas ➤ PPG accreditation – look what's available (any funding) ➤ Job centre – what support can they offer? ➤ Duke of Edinburgh Award, could the PPG support this? ➤ Keele students' project involvement ➤ Good neighbour – ask social services if there is anything in the area. <p><u>SANDY TURNER IDEAS (Sent in via email before meeting)</u></p> <p>Medicine Waste – SKL looking into a poster for unwanted medicines- LD advised to return directly to the Pharmacy.</p> <p>Garden – ST asked would we welcome patient involvement- LD will add to the business meeting to discuss with partners.</p> <p>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.)</p>	<p>JM/MH</p> <p>LD/MF</p> <p>ST</p>
8.	<p><u>Date of next meeting</u> – March 2025</p>	