

# YORK ROAD GROUP PRACTICE

YORK ROAD ▪ ELLESMERE PORT ▪ CHESHIRE ▪ CH65 0DB

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## PATIENT PARTICIPATION GROUP

### Minutes

25<sup>th</sup> May 2023 6-7pm

1	<b>Welcome/Apologies</b>  Present – Becky Sutton, Carole, Gordon (Vice Chair), Marion, Joan, Chris (Chair), Patricia, Margaret, Stella  Apologies were received from Steph Butler, Liz, Patricia, and Angela	<b>ACTION</b>
2	<b>Minutes of last meeting</b>  It was agreed that the minutes of the meeting held on 9 February 2023 were a true and accurate record of the meeting.	
3	<b>Matters arising from the minutes</b>  It was noted that not everyone received the circulated documents for the meeting. It was agreed that Steph should look into the matter.	<b>Steph</b>
4	<b>Draft Terms of Reference</b>  After some discussion it was agreed that section 2.1 should be re-worded and 2.2 should be changed to limit the number of PPG members to twelve.  It was confirmed that the chair and vice chair should be elected for three years as shown in the draft TOR.  The PPG meetings will be held quarterly - younger members should be sought  It was agreed that the primary focus of the PPG should be the York Road practice.	<b>Chris</b>
5	<b>West Cheshire PPG Meeting</b>  Chris informed everyone that he attended the West Cheshire PPG meeting which he was invited to along with other PPG chairs. Chris	

	<p>explained the uptake from Ellesmere Port was low with only himself and another chair from Hope Farm Medical Centre.</p> <p>Chris informed the group that the focus of the meeting was to meet with other PPGs, share ideas and discuss what is happening in other practices. There was a guest speaker- Laura Marsh from Commissioning ICB however, Chris explained that she only had a 30-minute slot and wasn't thorough enough.</p>	
5	<p><b>Patient Feedback questionnaires</b></p> <p>After some discussion it was agreed that there should be a questionnaire for patient feedback into the PPG. It may be possible to use an existing NHS form. However, the use of the form should be electronic and face to face. In this respect it was agreed that some members of the PPG could interview waiting patients. The conclusion was that everyone should send a couple of questions to Steph who would compose a draft form. Becky suggested to have the patient feedback questions on every platform to be inclusive of all patients.</p> <p>Steph will also prepare a rota for interviewing patients in the waiting room.</p>	<p><b>All and Steph/Becky for compiling a draft form</b></p>
6	<p><b>Spreading the word about the PPG</b></p> <p>It was agreed that the TV system should include a section on the PPG. It was agreed that everyone should send bullet points for leaflets and the TV. Steph and Becky will collate the points. A mission Statement should also be included in any advertising</p> <p>It was also agreed that it would be as good idea if Steph could list all the points of communication used by the Practice. This would be useful for the PPG members.</p> <p>Margaret suggested a leaflet for patients to inform them what the practice offers. Becky and Chris explained that the practice does already have one and every patient at point of registration is given one.</p>	<p><b>All and collation by Steph and Becky.</b></p> <p><b>Steph</b></p>
7	<p><b>Newsletter</b></p> <p>Aster some discussion it was agreed that Becky is to discuss circulation with Steph. Not everyone receives the newsletter.</p>	<p><b>Becky</b></p>
8	<p><b>Expansion of Estate</b></p>	

	After a short overview by Becky it was noted that the idea to expand using Portacabins has been vetoed. Alternative solutions are still being discussed.	
9	<p><b>Primary Care Network (PCN)</b></p> <p>It was noted that the current status is somewhat confusing. Becky will look into the matter and let PPG members know who is meant to be attending the PCN meetings.</p>	Becky
10	<p><b>The Practise website</b></p> <p>It was noted that the question of finding online appointments and access online is unclear. Becky reported that the system should now be active but will look into the matter to track down the isolated problems</p>	Becky
	Time & Date of next meeting- August 22 <sup>nd</sup> 6-7pm	