



**Dr R Harding, Dr T Strefford,
Dr NK Luty, Dr R Singleton, Dr T Mitchell**

Broadway, Barnton, Northwich, Cheshire CW8 4LF

Appointments: Tel. 01606 544241, Emergencies/Home Visits: Tel 01606 544240, Fax. 01606 784529

PATIENT PARTICIPATION GROUP

24th January 2018

Oakwood Medical Centre

SUMMARY OF MEETING

1. Welcome and apologies

Apologies were noted from Pat Terry

2. Practice Update

Nursing

Bereavement

Care Communities

Leighton Hospital

Care Home Scheme

Safeguarding/Confidentiality

The practice is recruiting for a practice nurse; Ann left in December for a development opportunity in Warrington.

LC asked for feedback from the group on bereavement card inserts and cards to be sent out. The group agreed that this was a positive idea and approved the inserts.

LC updated the group on the work ongoing with Care Communities (Luisa and the buying group) as well as work with Leighton Hospital (not yet started) to improve links between GPs and the local hospital. **LC will feedback any more updates.**

LC informed the group on the Care Home Scheme and that the practice will be increasing to cover Sandiway Lodge.

The group were given the training presentation for Safeguarding and Confidentiality that staff will be given as an update; this is an example of the work we do that is ongoing with staff training and as a reaction to specific incidents. A discussion took place around what we learn from incidents and how we can move forward as a practice.

3. PPG Update

• PPG Plan

- Action Plan 2017-2018 sign off**
- Business Plan for 2018 for Practice**
- o Strategy Documents**
- Areas to look at for 2018**

The group looked at the Action Plan for 2017-2018 and agreed it to be a record of the work we have undertaken this year. LC to draft the PPG Report for 2017-2018. LC distributed the summary 5 year forward view document, the Primary Care Charter summary and the 10 High Impact Actions summary documents that inform the practice workflows so that the group can see what the practice has to work with and achieve in the year.

The practice will be looking at a business plan for 2017-18 and beyond and would like PPG input into this. There is a staff PLT session on this in February and after this the PPG will be invited to contribute.

LC asked the group to consider what the practice and the PPG wants to work on for 2018-2019 and feedback at the next meeting or to LC via e-mail.



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**4. AOB
Telephones Update
CQC
CCTV**

LC informed the group that the telephone lines project has had an update and will be starting in the next few weeks with a completion date of April 2018. **LC will ask the group to contribute to suggestions before we move ahead.**

CQC are in the area and we are working on what is required of the practice. **If anyone would like to volunteer to be a patient representative and speak to the CQC inspectors please let LC know.**

The group asked whether CCTV would be considered for the waiting area and outside. This is in relation to a recent incident but also concerning patient and staff safety. **LC to look into this and feedback.**

Meeting finished at 6.55pm

Next Meeting