



PPG Meeting

Date: 16 March 2023

Venue: Kingsmead Medical Centre Meeting Room

Present: Norma Broadhurst, Mo Morron, Eva Grice, Eamy Eldho, Mandy Skelding-Jones, Valerie Mais, Lindsey Stott, Beth Hanson, Lee Brown.

Apologies Les James, Ellie Thomas.

1. Introduction

Lee volunteered to chair the meeting.

2. Minutes and Action Log

Norma asked for some amendments to be made to the minutes.

3. PPG Chairs Meeting

Mo outlined the purpose, frequency and attendance at the Cheshire West PPG Chairs meeting. She was content to receive and circulate correspondence. However, she could not attend the next meeting. No other PPG member was able to attend. Mo will inform PPG of future meetings and seek a volunteer to attend.

4. PPG Rebranding

Lindsey informed PPG that the Practice had carried out an internal consultation to develop a logo that expressed the identity and values of the Practice. A new logo had been voted on and agreed. She suggested that PPG adopt this logo to signify its connection to the Practice and its values. This was agreed.

Lyndsey will send Lee the new logo for circulation.

ACTION: Lyndsey

5. Practice Update

- i. The Practice has appointed a Coordinator for Data and Revenue to work with Care Homes. The purpose of the role is to maximise income and help identify operational efficiencies in the management of patients with long term conditions and so increase the effectiveness of patient contacts. The role will start operating on 3 April 2023.
- ii. A new part time Clinical Pharmacist has been offered a position to enable the team to carry out additional medication reviews. This will enable the Practice to better ensure the effectiveness of prescriptions for patients.
- iii. A number of new PSCs have been appointed. This has been necessary because of staff progression within the Practice.
- iv. There will be a COVID campaign in the Spring for people over 75 and those with immunity issues. The PCN will not lead the coordination of this campaign.

Mo asked to be informed if the Practice wanted the support of students for this and for the Autumn Flu Campaign. Mandy and Lindsey confirmed that the Practice would like the support of students again in 2023.

ACTION: ACTION: Lyndsey

6. Patient feedback

- i. The support provided to patients by Advanced Nurse Practitioners was praised.
- ii. The professionalism, consideration and commitment PSCs in Danebridge was commended. Lyndsey outlined the continuous learning process that is in place to enable PSCs to develop and improve.
- iii. Issues around appointment procedures were discussed and how to influence patient expectations.
- iv. An issue of a patient having to wait over an hour for a booked appointment was discussed. It was suggested that PSCs should monitor waiting times and inform patients of the reasons for delays. This would help maintain good relationships. Lyndsey will remind PSCs.
- v. The processes involved in medicine reviews were described and discussed.

.Any Other Business

- i. Mo asked that the PPG Recruitment Pack be amended. She also suggested that it should be returned to a named individual in the Practice.

ACTION: Lee/Lyndsey
- ii. There was a need to recruit new members for PPG. It was agreed that the PPG notice boards in surgeries and Envisage screen should all feature the role of PPG and how to join.
- iii. It was agreed that the purpose of PPG should be discussed at the next meeting.

ACTION: Lee

iv. It was proposed that PPG moves to bi-monthly meetings. This was agreed.

ACTION: Lee

7. Closure and Next meeting

The next meeting will be 18 May 2023.

Possible Agenda Items:

- The new GP Contract
- The Practices Zero Toleration Approach
- The purpose of PPG