

WALKDEN AND LITTLE HULTON PRIMARY CARE NETWORK (PCN)

PATIENT PARTICIPATION GROUP MEETING (PPG)



“The Contractor must establish and maintain a group known as a “Patient Participation Group” comprising some of its registered patients for the purposes of: (a) obtaining the views of patients who have attended the Contractor's practice about the services delivered by the Contractor; and (b) enabling the Contractor to obtain feedback from its registered patients about those services” taken from the GMS contract Aug 2023. As a group we now also include the wider PCN community services.


DATE	29.10.24	TIME	11am	CHAIR	DH
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PPG MEMBERS			
DH – Practice Manager - Cleggs Lane	HK – Secretary - Cleggs Lane	CM – CC The Limes / Cleggs / MRE	ES - PCN
MP – Deputy The Limes	SH – Patient - Cleggs Lane	ME -Patient – Cleggs Lane	AD - PCN

AGENDA

TIME	ITEM	OWNER
11am	Attendance sign in sheet	DH
11.05	<p>Welcome, Introductions, Housekeeping</p> <p>DH went through housekeeping with the group, there were no fire alarm tests scheduled and so advised that we will evacuate the building if the alarm went off.</p>	DH

TIME	ITEM	OWNER
11.15	<p>Actions from last meeting, see below action log.</p> <p>PPG Digital meeting attempted to be set up. From the on-line feedback and calling patients to confirm attendance it was decided to cancel this meeting as no patients were interested in attending. The top 10 reasons for not wanting to attend have been attached.</p> <p> Scan2024-10-30_15 4741.pdf</p> <p>Group discussion around the reasons and ideas of how to encourage more attendance to the PPG meeting. The meetings are informal to share ideas and topics from a patients view for their practices.</p> <p>These are the ideas that could help going forward –</p> <ul style="list-style-type: none"> • Are the practices sharing the information for the meetings. CM will contact the practices. • Promote on the local Facebook page. • How do other PCN’s promote PPG meetings. • Leaflets & posters. • PCN Newsletter to promote PPG. • Patient Survey to promote PPG. • Saturday Drop-in session for digital set up / NHS App. • Look at option to have in the evening 5 – 6pm. 	DH
11.30	<p><u>Baseline Data</u></p> <p>Shared slides with agenda & minutes, showing bar charts the Family & Friends Test Results / Recommendations for Aug / Sept 24.</p> <p>Positive & Negative Patient feedback.</p> <p> baseline.pdf</p>	DH / MP
11.40	<p><u>Service & Events –</u></p> <p>Information prints added to agenda on –</p> <ul style="list-style-type: none"> • Feel the benefit Project. 	MP

TIME	ITEM	OWNER
	<ul style="list-style-type: none"> • Maggie's Muslin Cancer Support Group. • COVID Clinics • Gaddum Supports. <div style="text-align: center;">  SERVICES AND EVENTS.pdf </div>	
11.45	<p><u>PCN Update</u></p> <p>Updated on the latest services from the PCN on –</p> <ul style="list-style-type: none"> • Nasal Flu at WLH Nurseries – Children given nasal flu at nursery with parents' consent. • Cervical Smear Clinics starting from Sat 2nd Nov both sites. • Covid Clinic's Oct / Nov. • GP+ appointments for Bloods / Hypertension / GP. • Reception Training is going to be given to update on the services available from GP+ which will help in which area to book against. 	ES
12.00	<p><u>Breast Screening Programme.</u></p> <p>This has been postponed until next PPG meeting.</p>	MP
	<p><u>AOB</u></p> <p>Bowness Pharmacy have stopped the service of Domette boxes now, due to the high demand.</p> <p>Peak Pharmacy are still offering the service for Domette boxes.</p>	
	<p>Next Meeting to be confirmed for late January.</p>	

ACTION LOG

DATE	ACTION	OWNER	DATE COMPLETED
01/8/23	Dates of future meetings for the next 6 months to be reviewed and shared with practices and members.	MP	Ongoing
01/8/23	Increase PPG engagement communications across the locality – Practices to have at least one member attend the next meeting.	Practices	Ongoing
18/6/24 20/8/24	<p>Invite Pharmacist to a future meeting to explain the process of a pharmacist / prescriptions. If not a detailed explanation to share.</p> <p>DH – Explained that the pharmacist wasn't available to attend due to workload.</p> <p>Gentleman from previous meeting was asking why the pharmacy wouldn't tell him when his prescription was ready for collection. Was being told to contact the GP practice but practice was saying how would they know when ready.</p> <p>DH – Explained that the pharmacist wasn't available to attend due to workload. But did speak to the non-clinical pharmacy manager who has given an explanation.</p> <p>Lots of changes at the moment, prescriptions are not always done in house with many sent to a unit for processing. All prescriptions received by 12 noon are sent which will be processed and returned to the pharmacy by 12 noon the next day. Any received after 12 noon will take 48 hrs to process. A few prescriptions are processed at the pharmacy but due to the pharmacy having minor ailments to action this is having a massive impact on their day. This is the reason for prescriptions being sent on for processing off site.</p> <p>The prescription has a barcode and if the patient are signed up to text message they will be informed when prescriptions are ready for collection. (Being trialed at the moment)</p> <p>This also is impacting on answering the telephone and why they can't give an exact timeline of when ready for collection. Patients can still hand in prescriptions at pharmacy but wouldn't be ready straight away and would need to return later in the afternoon to collect if ready.</p> <p>Leaflet from Peak Pharmacy handed out.</p> <p>Patient asked about medication that had ran out at the weekend. Advised that the 111 service can provide emergency prescriptions, this service is also available</p>	MP / DH	20/8/24

	online. The pharmacy can also provide an emergency prescription, if they don't have the medication 111 can advise them which pharmacy will have the medication that is needed.		
18/6/24	Minor Surgery feedback for next meeting.	DH	20/8/24
20/8/24	DH – Explained about the Minor surgery service for Salford and what services are available – Skin Tags / Lumps & bumps / Non-surgical Vasectomy. Turnaround time 2 – 8 weeks. Clinics based at Cleggs Lane / Willows & Bolton. Positive Feedback from patients read through.		
20/8/24	Discussion to agree an evening time for future meetings	MP/DH	
20/8/24	Invite Oscar Patel to demonstrate setting up Zoom / Team calls to patients for future meetings.	DH/OP	
29/10/24	Contact Practices to see if they are promoting PPG.	CM	
29/10/24	Local Facebook Page to promote PPG.	CM/ DH	
29/10/24	PCN Newsletter to promote PPG.	AD	
29/10/24	Patient Survey to promote PPG.	AD/OP	
29/10/24	Saturday drop-in session for digital set up / NHS App.	AD/OP	

Abbreviations

NHSE	NHS England - https://www.england.nhs.uk/
CQC	Care Quality Commission - https://www.cqc.org.uk/
PCN	Primary Care Network, this is our locality made up of 9 practices - https://www.walkdenandlittlehulton.nhs.uk/
ICS/ICB	Integrated Care System/Board, this is the Greater Manchester wide health system - https://gmintegratedcare.org.uk/
PPG	Patient Participation Group
FFT	Friends and Family Test - https://www.nhs.uk/using-the-nhs/about-the-nhs/friends-and-family-test-fft
Pt	Patient
Appt	Appointment
F2F	Face to Face appt

Tel	Telephone appt
HCA	Health Care Assistant