

## *The Chandler Surgery - Patient Participation Group*

*Meeting Minutes: Monday 5<sup>th</sup> February 2018 6.00pm*

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### **Apologies:**

D.H

L.K

J.M

### **Attendance:**

N.V B. M N.M

B.C D.K

P.W M. C

1. NV opened the evening with a brief introduction as some members of the PPG had not yet met Beth, a new member of the Chandler Administrative Team who will be involved with the running of the practice PPG.

**ACTION: BC to arrange & attend future PPG meetings.**

2. Beth raised the first point of today's agenda: looking for one of our PPG members to take on the role of the chairperson. The role would involve creating the meeting agenda with NV & BC. Beth explained the importance of our PPG being very much patient led/orientated as PPG's are the 'Patient Voice.' Beth suggested the possibility of attending another practice's PPG to observe and to see how other groups work and how we can move the group forward in terms of progressing and expanding. BM volunteered to trial appointment of PPG chairman; he explained he does have family commitments but would let us know if there are any problems. NV expressed that most PPG's find it quite difficult to engage with the younger generation MC & PW made some good suggestions how to encourage younger patients to become involved with their GP surgery, and explored various ways in which we can do this: such as through educational settings (school, colleges etc.), to promote the PPG around the surgery with themed meetings/topics on our agenda that may appeal to them for example: mental health, cervical screening information, sexual health .... . DK suggested using up to date technology such as apps on mobile phones (DK showed the group an example of this.) Beth mentioned that some of the PPG's in the Wigan North locality have their PPG members introducing themselves to patients in the waiting room and handing out the annual questionnaires/ feedback forms, this also promotes the PPG to the patients of Chandler Surgery who may not know who we are and what we do. PW may be able spare some time to help with this.

**ACTION: BC to arrange observation session with other PPG's in our locality.**

**ALL to arrange date to promote the PPG in the waiting room.**

3. DK gave a short presentation of The Christie Hospital care & recovery packages available to patients who are suffering/have suffered from cancer. The group discussed various hospital experiences Merseyside and Leigh having positive feedback based their tailored care packages offered to patients, BM was particularly satisfied with the recovery packages The British Heart Foundation provided.

**ACTION: ALL to continue to share their experiences of practice/ NHS services**

4. NK informed the group that not as many patients as we hoped are using online services to book appointments and order medication. The group agreed that if the majority of our patients had access and registered for online services, when telephone lines are experiencing high volumes of incoming calls there are quicker and more convenient ways to book your appointment. However the practice appreciates that sometimes the nature of a call may be a query and need to speak to a member of the reception team, BC asked the group whether they would be happier with a queue system, letting patients know exactly where they are up to in the system, would they like options such as: press 1 for appointment ....MC agreed this was needed rather than the phone ringing out until call can be answered.

**ACTION: BC & NV to liaise with Bridgewater (landlords of our building) re: telephone lines.**

**BC to contact with next PPG date – Approx.3mths**