

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	25/02/25	TIME	11am	CHAIR	DH
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PPG MEMBERS			
DH – Practice Manager - Cleggs Lane	HK – Secretary - Cleggs Lane	SK – Patient – Cleggs Lane	JC - PCN
MP – Deputy The Limes	SH – Patient - Cleggs Lane	PT – Patient – Cleggs Lane	

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><u>Actions from last meeting</u></p> <p>Last meeting was to try to promote going digital with the meeting, proved unsuccessful with 1 patient in attendance.</p> <p>All other actions completed there and then.</p>	DH
11.30	<p><u>Baseline Data – Friends & Family Test</u></p> <p> Feb Meeting Print Out.docx</p> <p>Cherry data not received due to annual leave</p> <p>The Limes – data only from Dec due to technical issues with Jan’s friends and family test.</p> <p>Feedback is very good with regards to people in the Practices</p> <p>Negative feedback around computer systems being down which does happen, but this is out of the control of the Practices.</p>	MP
11.40	<p><u>Changes to PPG</u></p> <p>Staff attended Saturday event in WLH to try and promote PPG.</p> <p>Current PPG model isn’t working within the WLH area.</p> <p>A decision has been made for all Practice websites to follow the same format and therefore we would like to try a new approach starting by putting a questionnaire on practice websites for patients to complete. We would like to ask patients what topics they would like to discuss – possible once/twice a year and make it like a ‘drop-in session’, ‘health education session’, with the presence of Nurses, Drs, specialists, Medical Reps. Sessions will be held at LHHC.</p> <p>We think as the use of websites is increasing e.g. registering at the practice, queries etc., patients will see this questionnaire</p>	DH

TIME	ITEM	OWNER
11.45	<p><u>PCN Update</u></p> <p>Combined flu and Covid model being worked up for September PCN working on this on behalf of the Practices within WLH to try and attract patients back to practices rather than attending pharmacies.</p>	JC
12.00	<p><u>AAA Screening</u></p> <p>Explanation of AAA screening program working alongside practices to try and increase uptake within Salford as currently has low uptake rates within GM.</p> <p>Access to website demonstration also performed on screen so patients know how to gain access to Practice websites where they can read further information on this and other items.</p>	JC
	<p><u>AOB</u></p> <p>One of the patients asked if there were any workshops planned at LHHHC, e.g. where patient could attend and speak about diabetes, dietician.</p> <p>This is the approach being looked at instead of a PPG (as mentioned above)</p> <p>It was also added that all Practices do already offer routes into wellbeing services i.e. referrals to the gateway, dieticians etc.</p> <p>It is looking like services are coming back into the community rather than hospital, and it is important within deprived areas that services are offered within walking distance for people and somewhere where patients will be more comfortable attending due to seeing the same faces. People can't always afford to get to the hospital.</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	Invite Pharmacist to a future meeting to explain the process of a pharmacist / prescriptions. If not a detailed explanation to share.	MP / DH	20/8/24
20/8/24	<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 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.</p>		
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 OP 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