

Wolstanton Medical Centre Patient Participation Group



Meeting held at Wolstanton Medical Centre:
Friday 21st March, 11:00am-12:30pm.

	<u>Present</u> <ul style="list-style-type: none"> • John Maddison – Chair (JM) • Margret Bowers – (MB) • Angela Ravenscroft (AR) • Leila Dakin – Practice Manager (LD) • Chloe Amphlett – LD Personal Assistant (CA) • Stephanie Kelly- Lease – Care Coordinator (SKL) • Megan Filcock – Mental Health & Wellbeing Coach (MF) • <p>Minute take CA</p>	
1.	<u>Apologises</u> SK, MD, JW, and BS send their apologies for not attending. MD has shared feedback with SKL.	LD/SKL
2.	<u>Introduction/Review of minutes from previous meeting</u> Introductions took place – Angela was our newest member to the PPG today. Each existing member went on to introduce themselves before meeting got under way.	ALL
3.	<u>New Staff joining/leaving the practice</u> GP's Dr Junaid Tipu is leaving end of May – but will occasionally be with us as a locum. Dr Snhea Rathod will be returning from Maternity Leave in June. Dr Dikpatti will be staying on as a permanent salaried GP replacing Dr Tipu. Grant Ridgway will be joining our Nursing team from August. Resident Doctors Dr Kehinde Falayi (ST1) –April 2025 Dr Paul Beaney – (ST2) – August 2025 Dr Hisham Barnawi – (ST3) Joining April 2025 – May 2026 Dr Katie Marino – (ST3) – December 2025 STUDENTS Med Student Vrunda Raval April 2025 Student Nurse Tia –April 2025 Student Nurse Josh – May 2025	LD
4.	<u>Practice updates</u> Practice leaflet is under way just awaiting on a little more information.	LD

	<p>Website adjustments – we currently have 35 member of staff – so still in process to adding a more comprehensive update about their roles to the website.</p> <p><u>COVID SPRING BOOSTERS PROGRAMME – April – June 2025</u> Text messages have been sent out – clinics are being set up.</p> <ul style="list-style-type: none"> • Aged 75 or over • Aged 6 months or over and have a weakened immune system • A resident in a care home for older adults <p><u>GARDEN IMPROVMENTS</u> Easter weekend April 2025 – the garden is been landscaped – slabs being removed/ gravel to be added, there will be a dove sculpture added which was purchased with patient donation contributions.</p> <p>Currently in talks with a company to potentially to have volunteers to help out – AR was very keen to help out.</p> <p><u>APPOINTMENT INFOMRATION FOR 2024</u> In 2024, we provided 73,961 appointments, which is 1,128 more than in 2023. Of these, 50,145 were face-to-face appointments, an increase of 2,052 compared to last year.</p> <p>The total Did Not Attend (DNA) appointments for 2024 was 1,951, showing an improvement of 158 fewer DNAs than in 2023- SKL follows up every week.</p> <p><u>Actions</u></p> <ul style="list-style-type: none"> • Job description to be added to the website, possible reception area to introduce Staff. • Shorten the extended access leaflet – for easy accessible reading • Send out a cancellation feedback – advising all patients to try and cancel in advance to help us fulfil empty slots 	
5.	<p><u>Chairs in reception</u> MD provided feedback to SKL on the new chairs, expressing appreciation for them and highlighting how they improve accessibility and ease of use</p>	SKL
6.	<p><u>Chair yoga</u></p> <p>MB from Rykeneld Court mentioned that a community nurse, Dawn, visits each month for a 45-minute session. The class, priced at £4 per person, focuses on relaxation and breathing exercises. Dawn is happy to attend sessions elsewhere. We agreed this would be a beneficial session for patients.</p> <p>MB also went on to mention the local social club – they would be willing to host a session there looking at around £20 for two hours.</p> <p>LD/SKL both agreed it would be a good location for meetups i.e. Christmas PPG</p>	<p>MB</p> <p>MB/LD/SKL</p>

	<p><u>Actions</u></p> <ul style="list-style-type: none"> • MB to speak with Sylvia at the social club to see if refreshments are available or if we can provide? • LD to create a survey to send out to the community addressing what activities would benefit the local patients and community. 	
7.	<p><u>Reminiscence Talks</u></p> <p>MB mentioned that there are regular inclusive meet-ups at The Brampton, held one Thursday a month. Led by a facilitator, these reminiscing sessions encourage participants to bring items to share and discuss, creating a welcoming space for all age groups. While the sessions are dementia-friendly, they are open to everyone. The cost is £60 per session, and the facilitator is happy to host them at other locations if needed.</p> <p>LD mentioned the Strava walks organised at the surgery, highlighting the recent walk through Wolstanton as part of our Wellbeing Week activities.</p>	MB
8.	<p><u>Coffee chat sessions</u></p> <p>AR is eager to be more involved in community meet-ups and currently takes part in dog-friendly gatherings at Bradwell Lodge. Through these events, AR has met many individuals who feel isolated and is keen to continue fostering community connections.</p> <p>Treacle Café in Wolstanton is also looking to engage more with the local community. With a passion for arts and crafts, AR believes this would be a wonderful activity to host in partnership with us. Additionally, we can provide leaflets and resources for those who may feel uncomfortable visiting a GP practice, ensuring they still have access to valuable information and support.</p> <p><u>Actions</u></p> <ul style="list-style-type: none"> • AR to speak with treacle café about hosting craft/coffee mornings • SKL/LD speak with Jamie (PPG fundraiser) to source incomes/fundraising ideas to help the practice fund these events. • AR speak with social club to see if we can host dog meet ups more locally. 	AR
9.	<p><u>Reports from any associated activities</u></p> <p>All of the above activities; Reminiscence talks, Coffee chats, Chair yoga Book club – involving Newcastle library to see if can source books – MB Board Game Club –LD mentioned her local area has a board club which was successful</p> <p><u>Actions</u></p> <ul style="list-style-type: none"> • LD to create a survey to send out to PPG members first about a list of activities, and then send out to the community to get information about what activities are popular • MB – speak to Newcastle library to see if they can help • LD to look into book club activities in Congleton see what they do 	ALL PPG MEMEBERS

10 /11.	<u>Ideas for PPG practice involvement/ Open Forum – AOB</u> Everyone agreed with the proposed actions and will begin collaborating to strengthen the PPG as a connected and supportive community	ALL
12.	Date of Next Meeting – SKL Will send out details 3 to 4 weeks before	JUN 2025