|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| A blue and black owl  Description automatically generated with medium confidence | |  | | --- | | **Stonefield Surgery** | | Milnrow & Newhey Medical Centre | | Newhey Road, Milnrow  Rochdale | | OL16 4JQ | |  | |  | |  |

**Patient Participation Group**

**MINUTES of PPG Meeting held on Wednesday 30th October 2024 @ 4.30pm.**

**Attendees: Apologies:**

**Brian McGill (Chairman) Dr S Crowley Karen Kelland**

**June Ghilene (secretary) Dr U Ahmed Kenneth Hall**

**Neil Butterworth Marilyn Thompson**

**Barry Sanderson**

**Karen Black**

**Philip Embley**

**Kay Harrison**

|  |  |  |
| --- | --- | --- |
|  | **Discussion Item** | **Action/Resp.** |
| 1 | **Review of previous minutes**  Minutes of previous meeting passed as true record by Neil Seconded by Kay | Fact |
| 2 | **Key Performance Indicators**  Neil asked what KPI’s do the surgery use and if the surgery can provide info for PPG to be reviewed by monthly.   * Show growth in number of patients by monthly. | JL/JGh |
| 3 | **New Development**  New housing development in Milnrow will be around springtime. We need to get leaflets ready to attract new patients. | JGh |
| 4 | **DNA’S** – Patients who ‘Did Not Attend’ their appointment.  286 July / 175 August / 233 Sept  Work is in progress to reduce this. | JGh |
| 5 | **Friends & Family**  Sept 2024 - 29% Response Rate / 846 Appointments = 242 Responses  August 2024 - 30% Response Rate / 664 Appointments = 200 Responses  July 2024 - 19% Response Rate / 1061 Appointments = 204 responses  JGh to device a graph to show how results are climbing (hopefully!)  JGh circulated copies of feedback from the Patient Survey Log & the Google Reviews. All mostly very good reviews.  All Clinical staff are handing out Appt cards with the QR code as asking them if they would kindly leave us a Google review. Great idea from Dr U Ahmed. | Fact |
| 6 | **PCN Event – Saturday 18th January.**  To be hosted by Stonefield Surgery.  This is mainly for Females, will have details of Smears, Menopause, Breast Cancer etc., PPG ladies, please diarise if you would be available to assist on the day. | PPG members |
| 7 | **Practice Update**  Given by Dr Crowley – 3 new GPs settled in well. 2 new trainee students to start in November.  Surgery now has 7 GPs (3 partners & 4 salaried GPs) + students.  Dr Linton’s Cryotherapy clinics are now up and running and very well received. |  |
| 8 | **A.O.B**   * PPG members were very impressed with Patchs where patients can contact their GP online, request Medication, Book Appointments, Request sick notes etc. Some members were not aware of it but have now tried it after Dr Crowley’s explanation at the last meeting.   Patchs is advertised on our screens in reception and on our website.  Receptionists have also been advising patients to refer to Patchs.   * The Chairman raised issue with appts being cancelled due to GP off sick and having to wait a long period for another appt. Dr Crowley will take this to GP meeting to discuss. * Dr Crowley asked PPG members for ideas **How to get patients in for their Annual Reviews.** Patients already received Letters/Texts/notes on Medication prescriptions to book in for their Annual Review but uptake needs to be improved.   Suggestion was to do a promotional video to promote it on our facebook page/website.   * Pharmacy on site – no firm update to report as yet. * Bird Boxes – The owners of the building were very impressed with them and have offered to pay for 10 more. Barry is on the case to locate them around the surgery and come spring time, we will be able to monitor if any little family have moved in ! | Fact  Dr Crowley |
| 9 | Date of next meeting: Wednesday 18th December 2024  **Christmas Party** – for PPG members / Surgery staff to pop in when available.  Time was agreed for 3.30pm start.  Food: Nibbles were suggested – as agreed, all members to bring in some nibbles. | All |

**2025 Meeting Dates / 4.30pm**

Wednesday 12 February

Wednesday 16 April

Wednesday 18 June

Wednesday 13 August

Wednesday 15 October

Wednesday 17 December