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

**Patient Participation Group**

**MINUTES of PPG Meeting held on Wednesday 28th August 2024 @ 4.30pm.**

Attendees: Apologies:

Brian McGill Karen Kelland

June Ghilene Kay Harrison Neil Butterworth Kenneth Hall

Philip Embley Marilyn Thompson

Barry Sanderson (New Member)

Karen Black (New Member)

Dr Sarah Crowley

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|  | **Discussion Item** | **Action/Resp.** |
| 1 | **Review of previous minutes**  Minutes of previous meeting passed as true record by June. | Fact |
| 2. | **New Members**  Welcome to Barry Sanderson and Karen Black  **Resignation**  Thanks to Liz Perryman for her input over the past 18 months. | Fact |
| 3. | **Patient Survey** forms tweaked (copy attached) as requested and are available in reception for patients to complete.  Change scoring system from the 5 choices to below:     * Above Expectation / As Expected / Below Expectation.   June to put a measure against them and log comments and scores.  10 - Above Expectation / 5 - As Expected / 0 - Below Expectation.  Then we can see which area we need to imrove on. | June |
| 4. | **Friends & Family**  19% Response Rate / 1061 Appointments = 204 responses  **DNA’S** – Patients who ‘Did Not Attend’ their appointment.  162 June / 286 July / 175 August  Work is in progress to reduce this. | Fact |
| 5. | **Veterans’ Monthly meetings**  The Veterans get togethers are very well received.  Request by Veterans to get more people to attend. A message has been put on our Facebook page to attract more Veterans and posted on other groups. We would like to open up the group and invited Veterans from other surgeries to attend. PPG members are welcome to attend the next veterans meeting which is **19th Sept 1pm-3pm**  Request from PPG for the surgery to look at starting other groups, ideas were:   * Mother & Baby Groups * Disability Groups * LGBTQ Groups | Fact  June |
| 6. | **Patchs**  Dr Crowley explained Patchs to the group that you can contact your GP online, request Medication, Book Appointments, Request sick notes etc. Some members were not aware of it but will now try it after Dr Crowley’s explanation.  Other members use it all the time and are very impressed with it.  Patchs is advertised on our screens in reception and on our website. Receptionists have also been advising patients to refer to Patchs.  June has reported the Patchs link ‘Click Here to contact you GP online’ to the website company to rectify. (Now Complete)  Members felt that we need to raise more awareness of Patchs and promote it more.  Barry advised that we have a very good triage system which has been very much improved. | Fact  June/Jo Lees |
| 7. | **Practice Update**  Dr Crowley gave an update:   * 2 new GPs : Dr Joe Bishop and Dr Faisal Rahim * 1 new GP trainee : Dr Kyle Millar * Dr Irene Nwonye GP trainee is with us until December * Dr Julie Gupta has increased from 2 to 3 days per week   Karen asked about **Cryotherapy.**  Dr Linton will be starting a clinic in September. The Healthcare Assistants are also in the process of being trained on Cryo.  Barry asked about possibility of having a **Walk-in Surgery.**  Dr Crowley explained we have a contract to provide a number of appointments that we have to meet, so a walk-in surgery would not be possible. | Fact |
| 8. | **AOB**  Rowlands Pharmacy will be having a pharmacy on site.  No date as yet for opening as Rowlands need to fit it out first.  Will keep you posted on opening date.  Great news - Barry has offered to make 4 bird boxes for the surgery garden.  Plaques with the name of the company who donated them can be placed with the boxes as recognition for their kind donation.  Neil asked – are we having a Christmas Party?  Agreed to incorporate into 18th December meeting which is our last meeting of the year and have a buffet lunch. Bring timing forward to earlier than 4.30pm  Annual Reviews to be promoted to make people attend / Monitoring Medication. Dr Crowley asked PPG to help with this. Neil requested this to be put on Agenda for next meeting.  Karen asked about issues with Long Term Medication and other patients may be having same issue. Dr Crowley will look into this.  We are accepting Out of Area patients. Patients will receive a letter to advise them that they would not be eligible for home visits. | Fact  Barry  Fact  Fact  Dr Crowley  Fact |
| 7. | **Date of next 2024 Meetings by-monthly**:   * Wednesday 30th October * Wednesday 18th December (Christmas Party) |  |

**PPG 2025 - Meeting Dates**

Wednesday 12 February

Wednesday 16 April

Wednesday 18 June

Wednesday 13 August

Wednesday 15 October

Wednesday 17 December