**MINUTES FOR PATIENT PARTICIPATION GROUP MEETING**

**MALPAS SURGERY**

**Wednesday, 15 January 2025**

**In Attendance:** Dr Mark Edney – GP Partner

Mr Edward Rigby – Practice Manager/Partner

Kate Reeves – PPG Chair

Marianne Poulton

Rhiannon Wilson

Roy Kerry

Anna Davies

Gillian Beech

Catherine Watson

Debbie Dunn

Ena Vieira-Milton

Elizabeth Calvert

Alison Clifford

Caroline Maddison

Susan Hill

Pauline Hood

Patricia Watson

Verena Ewing

Bernard Wright

Hilary Davies

**Note Taker:** Heather Wade – PA/Secretary

1. **WELCOME**

ER formally welcomed everyone to the meeting.

1. **INTRODUCTIONS**

We each introduced ourselves.

1. **RECAP OF MEETING 17 December 2024**

ER briefly went over the purpose of the PPG, i.e. A small group of people to represent themselves/ other patients of the practice in relation to matters of importance/going on at the Surgery/opportunities for us/patients/positive feedback/where we can do better.

We are one of 6 practices within Rural Alliance Primary Care Network (Bunbury, Tarporley, Farndon, Tattenhall, Kelsall and this practice).

A term often used to refer to PPGs is a *“Critical Friend”.*

The PPG is a platform for general matters which affect all members of the Practice not personal issues.

This meeting is a starting point to get to know each other and gain trust in each other to be able to progress the group effectively.

1. **INITIAL PPG PROJECTS**

AC mentioned signposting for social prescribing – ER confirmed we have that via Claire Lockerbie, our Lead in Social Prescribing. Hopefully Claire and Emma Lee, District Nurse Team Manager, can be invited back to join the group.

AC also put forward the fact that there is power in the collective voice and that the ICB do listen to the voice of patients.

Lyn – wanted to say she came along as she is very impressed at the word on the street about the Surgery. Would like to promote new patients joining the Surgery.

ER – we are looking for volunteers to get involved in the following areas:

* 1. **Patient Communications** – e.g. copy - newsletter/design/reviewing

Joint newsletter between PPG & Practice - Patient contact details need to be kept up to date to facilitate – we now have an ongoing process in place for that.

Need to also target those who are not digitally enabled. Can do some hard copies but not via post due to cost – local copies can be delivered by the Group.

BR – are we making best use of emergency/private services/directing people to services/waiting lists etc

ER highlighted GP Collective Action – certain things having to be bounced back to secondary care as not within GP remit. Lots of work going on around this nationally and locally - Dr Adey, Chair of the Rural Alliance PCN, has written a helpful document in relation to referrals to hospitals, helping to manage patient expectations.

GPs can request an expedite in certain circumstances, but it will still then be triaged, and it is down to Hospital service to decide if they feel expedite is needed & outside our control. Waiting list details can be found online.

ME We can consider Information Sheet at some point with examples of illnesses & what best course of action to take, i.e. see GP; Pharmacist; go to A&E – defining what is an accident & what is an emergency

Can complicated queries via appointments line be transferred to other staff members so that appointments line is just for that – ER clarified, reception do a lot of other functions & so unfortunately, this can take time. Our average answer time is just over 2 minutes which is very good.

Low % of appointments booked through NHS app – this function is to be used where no triage needed.

* 1. **NHS App and Digital Enablement** – helping to teach those who aren’t digitally enabled to access online services

We need to support & encourage people to access the NHS App. Idea for reception area desk with people experienced in App to help others gain access – Social Prescribing may be able to assist with this.

ER highlighted there are a still a number of patients opting out of sharing information – misunderstanding as to what they are sharing. We need to be able to share information with hospitals/District Nurses to assist in their care.

**4.3 New patient promotion**

Ultimately, we will need Sub-Groups of a handful of people to get involved with these services. Will be email following up on this. More patients = more money into the practice.

Automatic registrations are about to be turned on in this regard.

Members required to help with disseminating information in this respect.

1. **SURGERY UPDATES**
2. **Dispensary**

* Have been staffing issues – processes changed to combat that. Workload has increased – staffing reviewed/restructured accordingly.
* New card payment system – only dispensary items to be paid through Dispensary.
* Wholesalers challenging/causes delay in deliveries – beyond our control.
* Redesign of dispensary processes.
* Filing/storage management updated.
* Texting patients as soon as drugs ready for collection/no wasted journeys.
* Looking at new technologies – will take time.

1. **Waiting Room**

* We now have consultation room for patients who want to speak privately.
* Making reception more private by filling in the large gap left when we removed the screen.

1. **PPG MATTERS**

* Rural Together – poster – starting roadshows – First in Tarvin – covers lots of items, i.e. mental health; mental health; carers; transport; social prescribing – asking community to tell us what they want.

Claire Lockerbie and Jane Colville engaged in this.

**Next Meeting proposed – 26 March 2025 – time to be confirmed**