

**Rooley Lane Medical Centre**  
**Patient Participation Group (PPG)**  
*Thursday 13<sup>th</sup> July 2023, 3-4pm*

**Agenda**

**Ground Rules – we will...**

- Work together and get stuck in, to deliver results as a group
- Provide constructive feedback on a range of issues
- Aim to improve the experience and care for the whole practice population
- Listen respectfully
- Maintain confidentiality
- Agree that all views are valid, even if we do not agree with them – difference of opinions will happen
- Treat all members equally as individuals
- Support each other
- Have fun
- Keep to a timetable – start and finish on time

**Agenda**

1. Welcome and introductions
2. Rebooting our patient group
3. What we want to look at in 2023 as a practice and what you want from the group

# Rooley Lane Medical Centre

## Patient Participation Group (PPG)

*Thursday 13<sup>th</sup> July, 3-4pm*

### Minutes

#### Present:

PPG Members: PC, TC, AH

Staff: Dr D, DW

## Agenda

### 1. Welcome and introductions

Welcome to some of our new PPG members after recruiting from the RESTORE college event.

### 2. Rebooting our patient group

We wanted to reboot our PPG as we are looking at linking to the other PPG groups within the PCN (Bowling Hall, Tong, Low Moor).

### 3. What we want to look at in 2023 as a practice and what you want from the group

Everyone wrote down their suggestions on post-it-notes (see picture at the end of the minutes) and then we discussed these in turn. AH kindly wrote up all the information and summarised it below:

- 1) **Communicating with our patients** – How do we get messages out to everyone so they reach all our patients including those with different backgrounds, characteristics (like age), and different ways of communicating. How do we find out their health concerns/issues and feedback on our service? What methods are we using effectively to get messages across and feedback. I.e. surveys, SMS, letters, paper flyers/posters, more social media presence?
  - a. Possible survey in the waiting room to find out this information?
  - b. Previous surveys at flu clinics – would we do this again?
- 2) **Increasing IT awareness** – Are there groups in the community to help individuals not able to use IT effectively? If so can we signpost? Or should we develop inhouse help regarding the NHS app, systmonline to help patients order medications and book appointments online. We also need to make sure that all communications and services are available to non-IT users so we don't exclude anyone.
- 3) **Notice boards** – These need to be regularly updated and inviting, also detailing what services we offer here at the practice and also advertising what we are trying to do on the PPG board. The nursing team are taking over the noticeboards so we need to liaise with them and invite them to one of our meetings
- 4) **Working with existing community groups** – can we invite community groups into the waiting room to speak to patients and offer information, help, support and advice. Possibly regular once a month slot. This shouldn't be a problem, but we will ask the partners if we can. How can we work with existing community groups in a mutually beneficial way. What groups exist to support patients like a menopause group or mens group. Some of these are provided by Restore College – are we advertising them enough, can we share our ideas with restore college, could the PPG put on groups (yes – previous patient champions ran a coffee morning and relaxation sessions)

DW to check with partners about community groups in the waiting room.

TC is finding out what groups are available who can come into waiting room.

Everyone to think about groups they know or would like to see put on

Invite someone from Restore College to a future meeting to discuss ideas

- 5) **Toe nail/cutting service** – DW stated that all NHS funding has been cut for this service, but **he will raise at our PCN level to see if we can somehow get it funded as a service for the practices in our PCN.**
- 6) **PPG refresh** – AH has put himself forward to be the PPG chair for the group going forward. We need to review our terms of reference and other roles. We need to make sure we are a relaxed and welcoming group open to anyone interested. We then need to advertise our group during all our activities and encourage people to join. See below for upcoming events working with the PPGs of the other local practices which we can help with the plans for and attend.

### Events

Tuesday 26<sup>th</sup> September – PPG event for PPG members from Rooley Lane, Bowling & Highfield, Tong, and Low Moor - to come together and discuss ideas @ Restore

Thursday 26<sup>th</sup> October – second community health engagement event @ restore 11am – 1pm

### Action points from this meeting:

Action points	Person/s looking at it
Survey in the waiting room about communication, and survey at flu clinic?	Group to discuss further
Updating of notice boards	DW/Dr D to discuss with the nursing team first.
Able to have community groups in the waiting room	DW/ Dr D – to discuss with partners
Find out what groups are available to come into the waiting room	TC
Nail cutting service	DW to liaise with our PCN coordinator and raise our need for this service.

### Date for next meeting

Thurs 14<sup>th</sup> September 3-4pm

Plan who attends  
to focus on  
specific subject  
areas of concern

How can we help  
those who can't  
use IT to  
communicate with  
NHS (online)

a format  
Patients Meeting  
should be  
limited to how  
many attend.  
Streamline the process

Praxis  
Lesson  
learned  
David

Survey! how  
we need to  
understand  
patients from  
different health  
issues x J. to  
age groups x

Directing Patients  
to the correct  
team / department  
care navigation!

how can we  
interact with  
patients at the  
practice to support  
or manage  
nurse based etc

Link in with  
community  
groups + other  
established  
groups

getting the  
message  
across!  
How?  
Cost related?  
Patient education!

Community  
groups  
once a month  
in waiting  
room. (to give  
info)

TOE NAIL CURRE

Meeting with us  
access the  
practices

What kind of  
things would  
you like to see  
at community health  
fair?

Providing  
paper copies  
of info  
for older  
people

Menopause  
clinic  
MENS  
Well-Being

updated &  
inviting  
notice boards

How to use IT  
groups in the  
community

Having a  
patient chair  
the group

Advocise  
group + what we  
do on  
PPC board

Refresh  
Team of Advisors

Helping  
organise the  
community health  
fair