

Patient Participation Group Agenda Tuesday 8th November 2016 – 5.30pm

Chair Mike Neville – MN
Attendees SL, MR, IG, DB, AO

1. Welcome

2. Purpose of the group

The purpose of the group is to discuss about the services offered by the practice and any ideas for suggestions and improvements to be made.

3. Ground Rules

- Group should not be seen as a complaint platform
- As per patient Confidentiality no personal issues should be discussed
- Everyone's views must be listened to and respected
- No discrimination will be tolerated

4. Updates from last meeting

a. Council Land surrounding the surgery

MN informed the group that he has had two meetings with the council since the last PPG. One with Sir Richard Leese – Leader of Manchester City Council; and then following that meeting the Neighbourhood Manager, Sue Bozkurt, also.

SB confirmed the public highway is council land and will be liaising with the property team to get the passage cleared.

The land behind the staff car park is not council land, and belongs to the developers who built the houses behind the surgery; and will be contacting them to see what their plans are for the land, and to ensure that it will be properly kept.

b. Wednesday afternoons from 1st April 2017

MN confirmed that the practice will be opening on a Wednesday afternoon next year. Lynn Helliwell will be able to prescribe for any patients who are in need of on the day assessment; however no further GP appointments would be available in the afternoon.

c. Newsletter

MN produced the first Practice Newsletter and gave a copy to the patients.

d. New Doctor started

Confirmation that Dr Mark Khonje had started at the practice on 31st October, and means a full complement of GPs now practice from the surgery.

5. Membership of the PPG

SL had raised the demograph of the PPG would be better if younger members were involved. MN suggested that the use of Social Media should be tried out. **Action Point** to set up a facebook group for registered patients and see if that could be used as a vehicle for increased involvement.

6. Health Awareness

MN introduced the idea about have specific Long term conditions as “awareness months” as a feature each month on the website and information leaflets to be given out. **Action Point** for this to be further explored and brought to the next meeting

7. Flu clinics

Awareness of the clinics was discussed, and next year the decision has been made to start the clinics in September, rather than October, and spread them out a bit more to be more accessible for patients needs

8. NHS Choices website

MN made the members aware of the website and what can be found on there, relating not only the practice but also general health advice

9. Any Other Business (AOB)

Date of next meeting – 9th February 2017