

Patient Participation Group Minutes Thursday 11th August – 5pm

Chair: Mike Neville (MN) – Managing Partner

Attendees: Teresa Murphy, Sheila Lyddieth, Ronnie James, Al Ogden-Smith

1. Welcome

MN welcomed the group to the meeting, and introductions were made

2. Purpose of the group & 3. Ground rules

The purpose of the group and ground rules were reiterated to new members

4. Updates from last meeting

a. Trial in the morning surgery

The trial of asking patients the reason for the appointment in the morning surgery has been very successful from both the practice point of view, as well as the patients who have expressed opinion.

Lynn has been able to deal with on average 6 patients clinical needs, compared to 3 previously, since the trial began.

It was expressed that the option to say that it was personal was an excellent way of allowing the patient to keep confidential any information they did not feel comfortable in saying.

b. Council Land surrounding the surgery

MN informed the group that he has been able to secure a meeting with Sir Richard Leese, Lead Councillor for the area at Manchester City Council at the end of September. Further updates should be available for the next PPG meeting

c. Newsletter

The newsletter has begun to be constructed. It will also be released on a quarterly basis, and supplements added if there is important new news.

5. Wednesday afternoons from 1st April 2017

MN informed the group that from 1st April 2017 the practice will be open on a Wednesday afternoon. The history behind why practices have been closed on a Wednesday afternoon was discussed, and that 56% of the 36 practices across North Manchester currently still do not open.

The two options that the practice are currently considering were discussed. These are:

- For Lynn (Practice Nurse & prescriber) to be available for appointments to be booked.
- To develop our existing relationship with Cheetham Hill & Queens Medical Centre for appointments to be available to be booked at their site by the forte.

The group could see benefit to both, however have expressed the opinion that if we can keep the services in the practice, then we should. So the preferred option is option 1. However if option 2 is the only feasible after further research, then that would also be an acceptable option.

6. Pre-bookable appointments with the GP before the day

Historically these have only been accessible for those people who work. MN explained that this is now also been extended out to the following cohort of patients:

- Appointments for children whose parents work
- Appointments for people who are Carers
- Appointments for people who HAVE a carer

This news was very well received by the group, and is in place with immediate effect.

7. Memorial Bench

MN expressed that the practice had been approached by a patient (not present at the meeting) regarding the memorial bench for Dr T Neville.

Action point for the practice to treat the bench as it has begun to look weathered.

8. New Doctor starting

MN confirmed that Dr Mark Khonje will be starting at the practice on 24th October 2016. Dr Khonje has worked on many an occasion recently as a locum at the practice, after being recommended by Dr Fazal as an old colleague at another practice.

This will mean that for the first time since September 2013, the practice will be fully complemented by permanent General Practitioners. A great achievement in the current climate of the NHS.

The GPs week will look as follows when Dr Khonje starts:

	Monday	Tuesday	Wednesday	Thursday	Friday
Morning 1	Dr W Fazal	Dr W Fazal	Dr W Fazal	Dr W Fazal	Dr W Fazal
Morning 2	Dr A Bokhari	Dr M Khonje		Dr A Awan	Dr A Awan
Afternoon	Dr M Khonje	Dr M Khonje		Dr A Awan	Dr A Awan

9. Any Other Business (AOB)

SL queried whether the practice needed any volunteers for any community groups. There are currently none set up by patients; however MN reiterated that if any ideas were to be presented to the practice, it is certainly something that could be looked into being helped to be facilitated.

Date of next meeting Tuesday 8th November 2016 at 5pm