

VICTORIA MILL MEDICAL PRACTICE PPG MEETING

Date and time: Monday 24th July 2023 at 12:00pm

Venue: Victoria Mill Medical Practice

Apologies: Dr Ronke Ogundiran

Present: Matthew Morales (MM) - Practice Manager, Kathy Toppin (KT) – Vice Chair to Northern Health GPPO, Anne Thomason (AT) – Practice Nurse, Diane Austin (DA) – PPG Member, Leyla Powell (LP) - PPG Member, Chiara Powell (CP) - PPG Member, Cheryl Parker (CHP) - PPG Member, Amy Hart (AH) - PPG Member, Kathleen Saw (KS) - PPG Member, Alma Mulholland (AM) - PPG Member, Gerard Mulholland (GM) - PPG Member, Paul Badley (PB) – PPG Member, Simon Badley (SB), Stephen Badley (STB), Ade Doherty (AD) - PPG Member

		Actions
1.0	<p><u>Introductions</u></p> <p>KT welcomed everyone to the meeting, we then went around and introduced ourselves by name.</p>	
3.0	<p><u>What is PPG?</u></p> <p>MM went on to explain that the PPG has been around since 2015, it is a way we can:</p> <ul style="list-style-type: none"> - Look in the patient’s perspective to improve our service - Build a stronger relationship between the practice and patients - Look for ways to encourage each other - Give updates on what is available to the patients <p>The PPG meeting will be held every 3 months A chair would be needed The agenda and meeting will be done by the chair</p>	
4.0	<p><u>Reviewing and agreeing on PPG documents</u></p> <p>MM went through the PPG ground rules, Terms of Reference and code of conduct.</p> <p>We went through: Confidentiality, avoiding personal references, avoiding assumptions, listen actively to one another, Challenging ideas and not people finding solutions to build one another up, PPG is not a place for complaints instead it is to focus on improving the surgery as a whole, respecting other people’s thoughts and ideas and making sure phones will not disturb the meeting</p>	

5.0	<p><u>Overview of current status and updates of practice</u></p>	
	<p>KT mentioned that there have been changes to the NHS contract, so the practice will be having our phone systems upgraded – This will cut waiting times and allow a call back service</p> <p>There were concerns about whether this was a one-off meeting or if the PPG will continue, KT explained that this must be done as part of the contracts and CQC requirements. It was also asked who owned Victoria Mill Medical Practice (VMMP) – Currently VMMP is under the direction of Northern Health GPPO but is up for tender (which is done every 5 years) We will find out the new directors in October</p> <p>It was mentioned that the phone lines have improved compared to what it was previously, along with the phone manner from the staff taking the calls</p> <p>Regarding appointments within the surgery – MM said that there is a 1:3 ratio for face-to-face appointments and telephone appointments, patients can decide what type of consultation they would like, we have slots specifically for children also there are slots for patient over the age of 65's. We have a Physician Associate who works on Wednesday's – Friday's, she is able to see all ailments (She will be under the Supervision of Dr Ronke)</p> <p>The Doctors available at the surgery are all regular so patients will be seeing the same Doctors (Unless off on holiday) – This helps with Doctor-patient-relationship.</p> <p>MM spoke about what was available for the practice at the extended access (Located in Newton Heath Medical Centre) - Currently there are additional slots available for Doctors, Physician Associates, Nurses, Phlebotomist's, and a Mental Health Practitioner.</p> <p>We will soon be having a Physiotherapist and a Nurse who is able to do Spirometry and Feno testing.</p> <p><u>Did not attend figures</u></p> <p>July – 354 Appointments booked and 22 did not attend – 6.1% DNA rate June – 393 appointments booked and 61 did not attend – 15.1% DNA rate May – 265 appointments booked and 21 did not attend – 7.9% DNA rate</p>	
7.0	<p><u>Any other business or improvements to be made</u></p> <p>When patients call in, they shouldn't be told that there are no more appointments unless speaking to a trained professional – MM said there will be a staff in the team that will be going on an intense GP assistant training course to help triage patients (Although all staff have regular trainings for this)</p> <p>A practice leaflet should be available for the new patients joining the practice</p> <p>Medication has been rejected even if it is due within a week</p> <p>Chair needed to be decided at this meeting CHP has put herself forward as chair and PB has said he is happy to support as a vice chair (Will confirm with</p>	<p>. MM to work on the practice leaflet and have it available</p> <p>. MM to look into why medication is being rejected</p>

	the rest of the PPG members to see if all are in agreement) MM said he will send different dates and times for the next meeting and see which one is fitting for the majority of the group	
8.0	Next meeting: October – Specific date and time will be confirmed with the PPG members	