



WITHNELL HEALTH CENTRE

Notes of Patient Participation Group Informal Meeting

Wednesday 11 December 2024 3pm WHC

Present: Jeff Cottam (Chair)
Alan Martin (Vice Chair)
Hazel Hebson
Ron Ainsworth
Gillian Ainsworth
Mike Matulewicz
Audrey Perry
Margaret France

Following welcoming attendees JC explained his anticipated outcomes for the meeting. He also explained the proposed structure and outline format of future PPG meetings including how he intended to lead these meetings as Chair. JC explained that this had recently been discussed and agreed with Nicola Phillipson the Practice Manager.

The meeting then opened up into a group discussion regarding the role of the regrouped PPG together with suggested topics for future consideration, where it was felt that PPG input could support the practice in delivering enhanced outcomes for patients.

The following is a bullet point list of issues raised at the meeting which, it is suggested, will be included on future PPG agendas as topics for discussion and agreement.

- **Reaching out to all patients to raise awareness and role of the PPG** - discussion took place on how we best communicate to patients, in particular those who do not use IT.
 - Create a PPG area in reception with a regularly updated and eye catching notice board.
 - Message out by email, with regular updates.
 - Creation of a newsletter - emailed and displayed locally.
 - Message on back of prescription script.
- **Discussion on how patients can make anonymous contact with the PPG to raise concerns or make suggestions.**
 - Dedicated email address - caution needed with potential inappropriate use if used incorrectly for medical reasons!
 - Suggestion box in waiting room.

- **Use of TV screen in reception** – It was agreed this could have many potential benefits.
 - Regularly displayed PPG information screen.
 - Suggested short video message delivered by the PPG chair!!!
 - How is the screen managed? Is this by the practice or outsourced IT support?

- **Meeting patients face-to-face to raise awareness of the PPG and receive their feedback.**
 - Need to know the best times to attend the practice.
 - Need volunteers to support this.
 - Potential to reach a wide age group e.g. antenatal clinic days for reaching the younger patient group.

- **Supporting key events.**
 - Assisting the practice with key events e.g. ADHD clinics and specific NHS awareness campaigns which are being promoted.
 - Need to understand how this support is best delivered.

- **Pharmacy issues.**
 - A number of changes have occurred since the recent change in pharmacy ownership. It was felt this needed further discussion with the Practice.

- **Telephone appointment clinics.**
 - Recently seen social media messaging has highlighted some potential concerns.

- **Terms of Reference**
 - Perhaps this should be revisited at the January PPG. Are any changes needed?

- **Paperless meetings.**
 - Is there an opportunity to look at this to reduce the need to print off agendas and previous minutes for the meetings?
 - Can also use to display any other information being considered in meetings.
 - Needs a screen (available) and projector (?available)

- **Waiting room and booking in system.**
 - Some issues have come to light regarding the supervision of patients in the waiting area.

- **External site management.**
 - It was questioned how the grounds around the practice are managed.
 - If allowed, are there opportunities to help the practice by enhancing the exterior e.g. bedding plants or planters.
 - Leaves and snow removal was mentioned but MF advised there are liability issues to be aware of.

- **Signage within the practice.**
 - Opportunities for improving signage in some areas were discussed.

It should be noted that these are notes of the meeting and not formal minutes. They are meant to provide only an outline of the topics discussed in the meeting. All issues raised in this meeting will need to be revisited at future PPG meetings with the practice representatives present.

The next PPG meeting will take place at 6 pm on Wednesday 15 January 2025 at the WHC. The agenda will be circulated a few days prior to the meeting following agreement with the Practice Manager.