

# Minutes for Withnell Health Centre Patient Participation Group on Wednesday 2<sup>nd</sup> October 2024

## Attendees from Withnell Health Centre:

Dr Ann Robinson

Nicola Phillipson

Kirsty Craney

## Patient Participants:

Margaret France

Lynne Lynch

Hazel Hebson

Jeff Cottam

Janet Horton

Alan Martin

Bernard Melling

Janet Melling

Ann Christopher

### **1. Introductions**

We have a number of new group members and therefore attendees individually introduced themselves.

Chair, Deputy Chair and Secretaries for the PPG group meetings going forward were discussed and it was decided that we would like to accept recommendations from members of the PPG as to who they would like to appoint as Chair.

The purpose of the PPG was discussed, and it was agreed that Terms of Reference would be sent out to all members again along with information that was provided from PPG member Ann Christopher regarding the roles and responsibilities of PPG members.

### **2. Practice Statistics**

**The most up to date Practice statistics were relayed to the PPG group.**

**Please see the attachment .**

### **4 . Complaints**

We discussed the 3 complaints that we have had.

Two of the complaints were regarding referrals to the new ADHD service. This is a brand-new service with a new referral pathway and unfortunately an administration error resulted in errors sending the referral. This has now been resolved.

One other complaint was regarding our new check-in screen. The patient had checked herself in for an appointment but unfortunately the clinic had been cancelled and the patient hadn't received a cancellation notification and was sat in the waiting room for an hour unnecessarily.

All three complaints were dealt with and resolved in house.

### **Updates following the last PPG meeting**

At the last PPG meeting, the idea of a TV screen and check-in system was implemented to help provide information to patients in the waiting room and reduce the number of patients having to check-in at reception.

We are pleased to announce that this has now been introduced and you can now find a flat screen TV which shows advertisements and Practice information in the waiting room. We also have a check in screen at the entrance so that patients can check in without having to queue at reception.

Suggestions are welcome for any information that you think would be beneficial for us to show to patients.

### **Any other Business**

We discussed ways in which we can recruit new PPG members, especially members with a wider age range to gain better feedback for improvements to the services that we can offer. We decided that on Saturday 5<sup>th</sup> October, at our flu clinic that some volunteers from the PPG group would come to give out leaflets and information about our PPG to patients that come to receive their flu vaccination.

We also decided that volunteers from the PPG would also come to the children's "flu fighters" party on Wednesday 9<sup>th</sup> October to try to recruit a younger population of PPG members by targeting young parents.

The PPG group also agreed to continue to attend meetings going forward every 3 months. The next meeting however would be sooner, on Wednesday 13<sup>th</sup> November at 6pm. This is to enable us to appoint a chair and to come up with a plan going forward on what events and projects the PPG can help out with.

It was also discussed that PPG members would try to get in touch with other successful Practice PPG groups in our PCN who can give us some valuable insight on what kind of help they offer their Practices. Nicola will get in touch with Library House Surgery in Chorley who hold monthly PPG meeting to see if their PPG chair and Practice manager can attend our next meeting.

**Our next PPG meeting will be held on Wednesday 13<sup>th</sup> November at 6pm.**