

Minutes for Withnell Health Centre Patient Participation Group on Wednesday 13th November 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

Mike Matulewicz

Gillian Tasker

Audrey Perry

Gillian Ainsworth

Ron Ainsworth

Amy Miller

Janice Scanlon

Sonia Sandland

Tracy O`Gara

Thank you to all the PPG members who attended the meeting, we had a really good turn out and again had some new faces.

This week, we had Craig Lee, Practice Manager from Library House Surgery and Ros Millington, PPG Chair from Library House Surgery attend our meeting to give us some insight on how they run their patient participation group/meetings. They were both extremely helpful and their insight gave us a really good idea on what agenda items the PPG may discuss in the future and what kind of projects the group usually help the Practice with.

Just to summarise the discussion; Library House Surgery have approximately 17 000 patients and 6-7 dedicated PPG members who meet monthly. Their regular agenda items include complaints/compliments, practice feedback/service improvements and any Practice news which is brought to the meetings by the Practice Manager.

Patients know how to contact their PPG and regular give feedback on suggestions for service improvements and ideas which is really helpful. An agenda item they have every meeting is patient feedback/complaints. This is usually the anonymous feedback that is received through the friends and family surveys which go out to all patients following their appointment at the Practice. The PPG will discuss any negative feedback and try to come up with solutions to the issues raised.

They also help to shape new systems which are implemented and give the Practice Manager feedback on how well it works from a patient perspective such as new telephone systems, appointment book changes etc.

PPG members were given an opportunity to ask questions, and some examples of the questions were:

- **How do you communicate with patients who do not have technology?**
They struggle to reach those with no technology but they do have leaflets and display boards in reception.
- **Do the ICB have any involvement with the PPG?**
No, the ICB do not have involvement. The CQC were interested in hearing about the PPG.
- **Is there a maximum amount of PPG members recommended?**
No, there is no maximum amount, however it is important the members are dedicated and attend frequently for consistency.
- **How do you promote your PPG?**
They do text messages, emails, notice boards and leaflets. They struggle to accommodate those with no technology.
- **Do you struggle with PPG members bringing personal experiences to the meeting which can overwhelm/steer the meetings off topic?**
PPGs are usually a group of dedicated patients with a passion on improving the experience at the GP Practice not just for themselves, but for other patients and meetings can sometimes be challenging but it is important to have a strong chair, to ensure the agenda is followed.
- **If the chair can't attend, do you have a vice chair?**
Their PPG did not have a vice chair, but it was a good idea in case the chair was away for any of the meetings.
- **Are you involved with secondary care/pharmacies?**
They do have a representative from Lancashire Teaching Hospitals who occasionally comes to the meetings to feedback secondary care related updates. They do not involve the pharmacy, but we felt this would be ideal for our PPG.

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

Chair and Deputy Chair for the PPG group meetings going forward were discussed and it was agreed that the group would anonymously vote.

The successful PPG member for Chair is Jeff Cottam and Deputy Chair is Alan Martin.

The next PPG meeting is on Wednesday 15th January at 6pm.