**Flixton Road Medical Centre Patient Participation Group – minutes 10th May 2022**

Attendees: Dr M A Khan (Chair) Lesley Gillespie (Practice Manager) Hayley Hinchy (Assistant Practice Manager)

Justine Alderman Marcelle Holt

Apologies: Sandra Everett Jill Trout

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| **Subject** | **Description** | **Raised by** | **Action by** |
| 1. **Welcome & Introductions** | Hayley welcomed PPG members to the meeting which was hosted online via Microsoft Teams, and thanked them for their attendance. All PPG members introduced themselves. Hayley advised of the members that had sent their apologies for the meeting. | Hayley | No action |
| 1. **Ground rules** | Hayley presented Ground Rules for the PPG which details the were agreed with no objections. | Hayley | No action |
| 1. **Aims & Objectives** | Hayley presented the Aims & Objectives of the Flixton Road Medical Centre PPG to the group and explained the purpose of the PPG. | Hayley | No action |
| 1. **Roles and Responsibilities** | Hayley outlines the roles and responsibilities of being a PPG member and in particular asked Justine and Marcelle if they were interested in taking on any of the positions available for Chair and Secretary.  After further discussion, Dr Khan kindly offered to undertake the role of temporary Chair, until another PPG member is happy to undertake this position. Hayley offered to act as Secretary for now but Marcelle also expressed an interest in undertaking this role, with support from Hayley.  It was therefore agreed that Dr Khan will assume the role of temporary Chair of the PPG and Hayley as temporary Secretary. These roles will be reviewed at the next PPG meeting. | Hayley | Chair & Secretary roles to be reviewed at next PPG meeting. |
| 1. **Terms of Reference** | Hayley presented the proposed Terms or Reference to the group; the Terms of Reference set out how the PPG will work and proposed the following:   * The PPG is open to any patient registered with the practice, or the informal carer of a patient * Membership should reflect the makeup of the patients using the practice and the local area * There should be at least 4 members and no more than 15 * The group will annually elect the following people, by taking nominations and holding a blind vote: Chairperson & Secretary. * The group will report into the practice following each meeting at the relevant practice meeting * The group will report to the wider community and patient group through the practice website and posters within the practice * Agendas will be circulated 3 days before the meeting. Items for the * agenda must be sent to the secretary/chair 7 before the meeting * Notes from meetings will be circulated no more than 1 week after the meeting * The Group will meet no fewer than four times a year; one of these will take the form of an Annual General meeting. Meetings will last no more than 1 hour, unless agreed beforehand.   The Terms of Reference were agreed by those in attendance. | Hayley | No action |
| 1. **Update and news from the GP practice** | Hayley provided a brief update on the practice and how it has operated since the beginning of covid and in particular in relation to the AskMyGp system which was introduced in January 2020. The AskMyGp system enabled the practice to continue to care for patients during covid, since we had already moved away from the traditional face to face system and were offering other consultation methods to patients already, including phone and video.  The practice continued to be open throughout covid and see patients face to face and patients continued to have the choice of telephone or face to face appointments.  Justine asked how patients without access to the internet are able to raise a request via the AskMyGp system. Hayley advised that patients are able to contact the practice by phone and a member of the reception team will raise a request on the patients’ behalf.  Dr Khan offered his input on the AskMyGp system as a GP and felt that as long as patients continue to have the choice of telephone or face to face consultations then the system works very well.  Marcelle stated that her experience using AskMyGp for online and telephone consultations has been a positive one. | Hayley | No action |
| 1. **Suggestions and comments from PPG members** | Dr Khan asked the PPG members their reasons for joining and what they would like to get out of being a member.  Justine replied that she is particularly interested in helping patients ensure that they are able to access the service and how she can help improve access to those hard-to-reach patients and members of the community.  Marcelle said that she would like to engage in something outside of work. She has been able to access services via the practice and is interested in the practice response to national issues as well as social prescribing.  Lesley advised that the practice does have access to a social prescriber, and we do actively refer appropriate patients to their service. The practice also has a Mental Health worker and three First Contact Physiotherapists based at other local surgeries. Hayley will invite each to a future PPG meeting to undertake a short presentation on the services that they offer.  Justine asked how patients are invited to attend the PPG. Hayley advised that information is added to a dedicated page on the practice website <https://www.flixtonroadmedicalcentre.nhs.uk/> and patients can submit an online form to express their interest in joining the PPG. Posters are also displayed around the practice for those patients who do not have access to the internet, with paper forms available at reception to enable them to sign up. There are patients who will not be aware of the PPG who either do not attend the practice or visit the website and discussion took place around how we can reach out to these patients to create a more diverse PPG. Hayley advised that traditionally the practice has not used local online community groups such as on Facebook but PPG members are welcome to post regarding the PPG on there. The practice does have a Twitter account but currently is not very active. | Hayley | Arrange presentations for future PPG meetings |
| 1. **Any other business** | There was no other business to discuss. |  |  |
| 1. **Date of next meeting** | Tuesday 9th August 2022 at 12.30pm.  It was agreed that this meeting would be both online via Microsoft Temans and in the practice in order that all those interested are able to attend. | Hayley | Agenda and papers to be distributed to PPG 1 week before the meeting. |