**Ordsall Health Surgery PPG Meeting**

**5pm Monday 9th April 2018**

**Attending**:

Stacy Cass, Wendy McCaffery, Duncan MacBeath, Ann Salter, Joe Borastero, Colin Wood, Peter Halliwell, J Ahmed,

Dr.R Nawrocki, Dr. A. Ali, Mandy Dobson, Stacey Ayre, Dave Jay

**Apologies:** Alan Kay

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| **No:** | **Item** | **Actions** |
| 1 | **Minutes of the Last Meeting** | All agreed |
| 2 | **Actions from the last meeting** | Reviewed and noted |
| 3 | **Friends and Family Feedback**  Mostly “likely to recommend the practice”  Comments:  “Repeats good”  “why don’t you open on Saturday morning?”  “Make easy appointments”  “Not happy with staff and service”  Not contact details left with comments, therefore we cannot find out more information | Suggestions:   * Staff to read the comments, ask patients why they made their comment to gain more information * Option to be added to form for more information for follow up |
| 4 | **PPG Newsletter**  Dave did one last time. Wendy asked if anyone would be able to take the newsletter on?  Catch up meeting in 2 weeks 23rd April at 5pm in meeting room  Volunteer week 1st week in June, would be nice to have a copy ready for then | * Ann to complete * Dave to pass on template he used to Ann * Anyone interested to attend catch up meeting |
| 5 | **Ordsall GP Pilot Update**  Wendy and Ann attended the Community Committee meeting where the CCG and Salford PCT gave an update regarding what will be happening with the Langworthy Surgery being based in the upstairs room at Ordsall Health Centre. Our PPG knew nothing about as they believed the decision was still a work in Progress because of the usage of the room by Ordsall Practice.  Mandy explained it was initially to take the weight from the existing practice and would be a two-year pilot.  The GP partners feel they offer a very good service, the worry about losing existing patients could be a risk, but is minimal  Watch this Space! |  |
| 6 | **ICE – Dr. Ali**  Ice stands for Idea, Concern, Expectation.  Dr. Ali explained that some patients don’t understand why the GP asked them what their concern and expectation of their consultation is.  Sometimes the patient can be upset and untrusting as to why they are being asked these questions.  To improve relationships between the GP and patients, the GP’s would like to involve the patients in their own health plan  There is a need for education with the patients around ICE, so there isn’t such a big surprise when the patient is speaking with the GP.  It was suggested that Dr. Ali write an article for the newsletter and have this placed on the practice Website  PPG to be involved with education of patients through questionnaires before and after consultations | * Dr. Ali to write an article about ICE for sharing * PPG and Dr. Ali to draft questionnaires to be used in practice |
| 7 | **Ordsall Health Surgery (Spring) Newsletter draft**  Mandy shared the latest draft from the practice.  This will inform patients of lots of information. | * PPG email contacts for Chair and Vice Chair to be added |
| 8 | **Practice Surveys**  Not happened yet as actions from last meeting not completed.  The practice is required to gather information from various surveys.  RN – suggested the PPG gather different information form the CCG and NHS England  JA – suggested open ended questions | * Wendy to look a NAP to see what other practices are doing |
| 9 | **SWEAP (Ordsall & Claremont Neighbourhood)**  Salford Wide Extended Access Pilot  Offers the patient extended access outside GP Practice hours. Can offer other appointments 6.30 – 8pm and Saturday mornings.  Stacey explained an issue with Vision Screening – when the practice can only access the appointments during Ordsall working hours.  NB: Only those patients who have consented to record sharing will have access. | * The practice to investigate issue with appointment times |
| 10 | **Ordsall and Claremont Home Visiting Scheme**  The went live 1st March 2018, triaged by GP’s at the surgery  SPCT employing GP who will visiting permitting patients quickly and get the treatment needed as quickly as possible  Patients who have used the service so far has said it is good |  |
| 11 | **Planning Health Awareness Events in Practice**  Stacy presented Liz’s spreadsheet of relevant health awareness by calendar month.  Prostate cancer awareness; even though very late in planning due to personal problems for Stacy and Wendy, went well. They were joined by Phil and had a good time chatting to patients and decorating the surgery with information and boxer shorts.  April is Bowel Screening Awareness – it would be good to focus on raising the number of patients taking up screening. | * PPG to have a date set by next meeting 23rd April * Staff to call those patients who have not taken up the screening from practice. |
| 12 | **A.O.B** | * None |
| Date of Next meeting: 4th June 2018  Sub Meeting: 5pm Monday 23rd April Practice Training Room | | |