

Pendle View Medical Centre
Patient Participation Group (PPG)

Minutes of the meeting held on Thursday 17th November 2022

Present: *Staff representatives* - Lynne Hargreaves-Walker, Mark Lunney, Dr Thakur (partial)
Patient representatives - Sam Saxon, Christina Markarian, Brian Hardwood, Jennifer Herterick, Fiona Rides, Alison Penny

Apologies: Carol Endersby, Ishtiaq Ali, Hana Khan

1. *Welcome, Refreshments and Introduction*

Dr. Thakur, one of the partners, joined the meeting. He gave a brief outline of the Drs. working in the practice and their roles and specialisms. He emphasized the considerable ongoing research in the practice and also the training of new GPs to help combat the national shortage. Dr Thakur hoped the PPG would help guide the Practice from the patients' perspective. Feedback from and information of patients' experiences would help improvements. In addition, the PPG gave the opportunity for patients to understand more of what went on "behind the scenes".

2. *Actions from last meeting*

Lynne explained that the purpose of the first PPG meeting (8/9/22) had been to set things up and gave a recap. of Friends and Family.

3. *Recap. Aims and Objectives/Ground Rules*

Lynne outlined the aims and objectives of the PPG and the ground rules.

ACTION NEEDED: *Alex to send out the link to the Friends and Family survey to PPG members (see attached appendix A)*

ACTION NEEDED: *Particularly need to look at Communication between Practice and Patients, carry forward for discussion at next meeting*

4. *Role Overview*

Lynne distributed a document containing details and guidance on roles and responsibilities for PPG members.

It was noted that all emails should have PPG in the subject.

5. *Terms of Reference and Confidentiality Agreement*

Lynne distributed a document explain the Terms of Reference which members were asked to read and also to sign the Confidentiality Agreement. All members present at this meeting have signed the confidentiality agreement and agreed to share email address for the sole purpose of PPG related communications.

ACTION NEEDED: *Alex to circulate Terms of Reference and Confidentiality Agreement to absent PPG members. (see attached appendix B)*

6. *Update from Practice Team*

Mark:

- a) explained that the Practice wanted to build relationships,
- b) said was pleased with the response when asking for PPG volunteers,
- c) discussed the issues raised at the previous meeting relating to communication between Practice and patients, especially the elderly, those lacking “high tech” or “tech skills”.
- d) explained why the MyGP App is the best way to direct patients to the correct clinician using a triage system.

Further discussion followed on the communication issue and the use of the MyGP App.

Main points raised were:

Need to understand why some patients won't use the app and help those who are wary of it.

Need to look at finding ways of encouraging and improving the confidence of patients using the App.

Need to investigate what help can be given to those patients with technology and/or language difficulties.

Possible ways forward were suggested:

Receptionists may be able to help guide patients

Could encourage use of the App for reasons other than making appointments, for example, monitoring BP, weight, steps etc to gain familiarity

Could produce fact sheets/use libraries/voluntary organisations etc. to help patients familiarize themselves with the App.

Mark explained that from 30/11/22, the MyGP App will give patients access to their medical records, consultation notes, prescription details etc. He acknowledged that this might cause concerns re confidentiality

ACTION NEEDED: Mark to ask the MyGP App developer about promotional materials for the App

Lynne said an action plan was need for promoting the MyGP App. This should be tackled at the next PPG meeting.

The possibility of setting up a WhatsApp group was also mentioned.

7. Community Food Bank Initiative

Mark outlined local community initiatives: Community Foodbank and Be a Good Neighbour. He asked for suggestions from PPG.

ACTION: Lynne asked for any ideas to be sent to Sam.

8. Project Hercules Update and Patient Feedback

Lynne gave an update on Project Hercules which is to be a “green” development.

Accommodation will include:

a doubling of clinical rooms, community room, additional admin space, training rooms, research area, a separate commercial pharmacy, better parking facilities.

Mark said there were 3 main areas of growth planned:

More patient numbers,

Greater connection with Pendle and Voluntary Organisations,

An expansion of the Practice research and training (circa 10 trainees)

Everything is still at the planning stage. Possible opening date is summer 2024.

Lynne explained that a patient survey is going to be made available asking for patient feedback on the relocation. She said there was a need for engagement with patients, neighbours and local businesses to ensure effective communications.

Mark also outlined plans for the Arthur Street building once it is vacated.

9. AOB

Lynne distributed details of the research project 'Ethnicity and Difference in Health Care' for volunteers to participate in the research.

Mark announced that he would not be present at the next meeting as he is moving to another practice in Colne but that Lynne plus a partner and other staff members would continue attending the meetings.

10. Date of the next meeting

This was arranged for **Thursday 12th January 2023**

(the possibility of having future meetings on days other than Thursdays and varying the meeting days was mentioned and will be discussed at the next meeting)