

**Pendle View Medical Centre  
PPG Meeting  
Thursday 8<sup>th</sup> September 2022  
6.30pm-8.00pm**

PPG MEETING NOTES	ACTIONS
<p><b>PRESENT:</b></p> <p><u>PVMC representatives</u></p> <p>Lynne Hargreaves Walker- Assistant Business &amp; Project Manager            Alex Ashworth – Data Manager/Qof Lead            Jeanette Iddon - Patient Administration Manager  <u>Apologies:</u> Mark Lunney - Business and Practice Manager</p> <p><u>PVMC Patients</u></p> <p>Jennifer Herterick            Brian Harwood            Christina Markarian            Carol Endersby            Verley Williams            Sam Saxon            Ishtiaq Ali            Hana Khan  <u>Apologies:</u> Cedric Ulett, Fiona Rides, Alison Penny, Sarah Frankland  <u>Non-attendance:</u> Robert Holden, Zafra Khan, Amanda Buffey</p>	
<p>The PPG meeting was opened with a welcome to all our new members and an explanation as to what our meeting will mean for PPG members and for us as a practice. Positive ground rules were established we will be open, honest, and polite, we will demonstrate commitment to delivering positive change, we will adopt a solution focused approach, and we will listen and respect other people's opinions and that this PPG meeting is not a forum for raising complaints or personal issues.</p> <p><u>Aims and objectives</u></p>	<p>Refer to the attached presentation for more information</p> <p><b>ACTION ALL</b></p>

<p>Our meetings will be to enable patients and staff the opportunity to work collaboratively to discuss agreed topics, review patient feedback, and contribute positively to all agreed action plans. To make suggestions for further improvement and changes</p> <p>To support health awareness and patient education via social media, our website, community groups, posters, and newsletters and to help shape the future of the practice.</p> <p>The benefits of a PPG meeting will give us a better understanding of our patients and giving our patients the opportunity to become more involved suggesting ideas for improvement. This will also be a way for patients to find out more about our local healthcare services, receive support with health, education, and wellbeing, gain feedback, ideas and simple solutions not yet explored, the opportunity to communicate good news in the community. Patients will also be able to use their skills and experience to help support the practice, supporting patients who may need help using online services and to ensure the practice works well for both patients and staff.</p> <p><b><u>Suggestions and comments</u></b></p> <p>Alex commented on some of the changes that had arisen due to covid-19 e.g. the use of e-consult</p> <p>Feedback from members:</p> <p>System improvement -Can the system be reviewed as patients receive text messages regarding appointments, that the system was not user friendly, there are no options available to say cannot attend or the option to rebook, example provided -Specsavers system was excellent giving all these options.</p> <p>Communication at PVMC could be improved as it was difficult especially for elderly patients. Solution proposed was a newsletter to communicate and explain changes.</p> <p>Alex explained our plan to use 'my GP app' to make it easier when arranging appointments, ordering prescriptions, and viewing messages, and that we are encouraging patients to download the app.</p> <p>Update re Flu clinics – Set up and appointments available to book, fantastic response received, Covid-19 vaccinations can be given at the same time or separate if preferred.</p> <p>It was also mentioned that it would be better if we could inform our patients every month about seasonal <b>health topics</b>. Lynne explained that it was World Suicide Prevention Day on Saturday 10th September and about the wellbeing programme "Looking after our colleagues" that had been arranged for our Practice staff 9<sup>th</sup> .</p> <p><b><u>Friends and family test</u></b></p> <p>We surveyed 151 patients of which 31% responded (equates to 48 of 151 patients)</p> <p><b>94%</b> said we were very good, good or neutral view, <b>6%</b> said we were poor, very poor or didn't know</p> <p><b><u>Breakdown of responses:</u></b></p>	<p>Suggestion to be included on the PPG action plan for further discussion and consideration</p> <p><b>ACTION ALL</b></p> <p>Include seasonal health topics in next update</p> <p><b>ACTION PVMC</b></p>
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<p>Very good 73% Good 17% Neither good nor poor 4%</p> <p>Poor 0% Very Poor 6% Don't know 0%</p> <p>Friend and Family feedback and other patient feedback to be discussed at each meeting and actions for improvement agreed and added to the PPG action plan</p> <p><b><u>Updates from your Practice team</u></b></p> <p><b>Project Hercules:</b> Building on growth and capacity.</p> <p>Lynne informed the group of the proposed plan to move into a new purpose-built building just 5 minutes away from the practice. She provided a brief with some initial detail (see below) including a development/build timeline of approx.12months.</p> <p><u>Some of the benefits to patients:</u></p> <p>Increased space from 3,5000sq ft to 7,250sq ft</p> <p>From 9+2 treatment rooms to 14</p> <p>In House Pharmacy dispensing</p> <p>Multi use Training, Community and Meeting rooms</p> <p>Improved patient waiting space/area, children's area</p> <p>Vaccination hub</p> <p>From 8 to 20+ Parking spaces</p> <p>Space for additional community services.</p> <p>(further information to be shared over the coming weeks/months)</p> <p><b><u>Election of temporary Chair, Secretary &amp; Communications Officer</u></b></p> <p>This was put to vote and was agreed that:</p> <p><u>Sam Saxon</u> - Chair (Rob Holden possible Vice Chair)</p> <p><u>Christina Markarian</u> - Secretary</p> <p><u>Brian Harwood</u> - Communications lead</p> <p><u>Ish Ali</u> – ask if he could represent the PPG in relation to developments of the new build</p> <p>All present gave consent to sharing personal emails for the purpose of PPG minutes agendas and other PPG related matters.</p>	<p>To be reviewed/ discussed quarterly</p> <p><b>ACTION PVMC</b></p> <p>Updates to be provided quarterly</p> <p><b>ACTION PVMC</b></p>
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**Date of next meeting** – agreed for Thursday January 12<sup>th</sup> 2023

venue PVMC time 6.30pm – 8pm

**Agenda items for next meeting –**

- Follow the current standard agenda (see attached)
- Include actions from previous meeting
- New agenda items will be requested prior to next meeting
- Proposed Terms of reference attached for discussion and agreement at the next meeting.