

# Longton Medical Centre

## Patient Participation Group Annual General Meeting (PPG)

Tuesday 3<sup>rd</sup> September 2024

XX

### Minutes - redacted

#### Welcome

Chairperson xxxxxxxar| welcomed members to the AGM of the PPG 2024

#### Attendees

XX  
XX  
XX

#### Apologies

XX

#### Committee members update

1. " " explained that although emails have been sent out regarding forming a committee there were only two names put forward by members of the Group, therefore " " remains as Chairperson and " " now covers the secretary's post. As there are usually three people formed as the committee the positions would be shared. There were no complaints concerning this, although later in the meeting " " did put forward that " " could be included as the Vice Chair. " " refused this nomination.
2. As there was a problem regarding members receiving their nominations forms re the committee, it was suggested that there should be a simpler way to vote for the new committee members. **To be on the agenda for the meeting before the next AGM.**
3. "XX" have now left the group at the end of the 2023 year. Thanks have been given for their services to the PPG.

#### The Year 2023/24

An update was then given by " " on the past year based on the ideas suggested at the 2023 AGM:

1. We were advised that the surgery was to introduce a callback service. Initial feedback was that the lack of a set time for the callback caused problems. The Group asked the Surgery team could there be a time given for return calls after a call back was promised for patients ringing the surgery. **The surgery agreed that a time would be given but that the call may be within a period plus or minus one hour of that time.**
2. Liaise with other PPG Groups in the area to gain information on what they are looking at. " " was tasked with this. **No interest shown by other Groups. We have two new members from Crossroads surgery since the amalgamation. Further enquiries to be made.**
3. **We asked about opportunities for more places to advertise the PPG in the surgery. This is on hold until the building works are completed.**

4. The decision on where to hold meetings of the PPG to be considered later.
5. Attempts to get the Social Subscriber to work with our Group. **She attended and updated us to her programme.**
6. We asked if headsets could be worn by staff when a return call is made to patients. **Agreed by surgery and this has been carried out with much improved communication taking place.**
7. Two groups of circa 30 people were sent information asking would they be interested in a 30 minute zoom based PPG meeting the aim of which was to broaden the demographics of PPG meeting attendees. **There was no take up at this time. To be revisited.**
8. **Feedback given re the CQC report.**

#### **Looking forward to the new PPG year – Future Plans**

1. Dr [REDACTED] updated on the merger of the two practices and stated that they were almost completed in the initial steps, with staff and patients now mostly settled. Dr [REDACTED] commented on the fact that patients and staff still had to get used to each other which would take longer to complete but was happening. [REDACTED] offered the services of the PPG in any capacity we could to help. It was suggested that an internal survey, based on the national survey, should be undertaken.

#### **Action for 24/25: PPG to provide feedback about any integration issues and look to support solutions eg internal survey**

2. [REDACTED] wanted an update of staff, numbers etc not a national survey type questionnaire. That is usually given each meeting by [REDACTED].

#### **Action for 24/25: [REDACTED] to continue to provide stats for the surgery. Consideration to how else stats can be shared to the broader patient base**

3. [REDACTED] asked for more information to be able to be given on the website. It was recognised that there are limitations to the changes the practice can make. [REDACTED] suggested it should not be too complicated. PATCHES is available for patients to use.

#### **Action for 24/25: PPG to discuss with [REDACTED] what can be added/changed on the website and what information may be useful.**

4. [REDACTED] suggested that the appointment systems and approaches should be discussed. This was agreed.

#### **Action for 24/25: Add appointment systems to agenda to discuss range of approaches available and ensure feedback about accessing those approaches is given**

5. [REDACTED] suggested that photos of staff and their job titles should be displayed in the surgery. Dr [REDACTED] agreed that may be possible.

#### **Action for 24/25; Feedback from [REDACTED] about suggestion and location of board.**

6. [REDACTED] discussed the volume of aggressive behaviour shown by patients towards Staff. CCTV is to be installed in the surgery to protect Staff.

#### **Action for 24/25; Regular update of patient behavioural concerns. What is the impact both on surgery teams and patients?**

**24/25 Meeting dates**

Next meeting of the PPG to be held on Tuesday 5<sup>th</sup> November 2024

2025 meetings scheduled for

- 4 March 2025
- 3 June 2025
- 2 September 2025

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Secretary.